



Central Park Medical College

A Project of Health & Education Foundation

CPMC GRIEVANCE / COMPLAINTS POLICY

All complaints/grievances will be brought to the attention of the Dean through the Assistant Dean / Director of Medical Education no later than 5 working days of the occurrence / issue. The Dean will delegate the complaint/grievance to the relevant personnel(s) who will review, investigate, forward and/or respond to complaints and will put forth a best effort to adjudicate the issue(s), in conjunction with any staff.

Grievances or complaints may be submitted in writing to:

Medical Education Cell
Central Park Medical College
Lahore.

All issues will be reviewed and responded to by the designated personnel. Issues regarding program content and curriculum delivery will also be reviewed and addressed by the Curriculum Committee or the relevant Head of Academic Department. Hospital related issues will be addressed by the Medical Superintendents of the respective hospitals. In disciplinary issues, the Dean may constitute a Disciplinary Committee comprising of Professors and other relevant members which will investigate the matter and furnish its suggestions/recommendations to the Dean office. A response in each case will be given after approval from the Dean office.

APPEAL PROCESS

Persons who wish to appeal a decision/response should address the appeal in writing to the Dean office within a week of receipt of the decision/response. The Dean reserves the right to adjudicate the appeal himself / herself or delegate the matter to a specially constituted Appeals Committee comprising of relevant senior members of the faculty and/or administration. The results of this appeal will be sent to the participant, no later than 10 working days after the meeting of the committee.