



Sharif Medical & Dental College, Lahore

JatiUmra, Raiwind Road, Lahore

Tel: 042-7860101-04, Fax: 042-7860105

Feedback Policy for Sharif Postgraduate Medical Institute (SPGMI)

The purpose of this Feedback Policy is to provide a clear and systematic framework for the collection, analysis, and utilization of feedback from students and faculty, staff, and patients at Sharif Postgraduate Medical Institute (SPGMI). This policy aims to improve the quality of education, clinical services, and overall institutional performance by promoting a culture of continuous improvement based on constructive feedback.

Scope

- This policy applies to all individuals involved with SPGMI, including students, faculty. It covers feedback related to academic programs, clinical services, administrative processes, and overall institutional effectiveness.

Feedback Process

- Annual Feedback regarding teaching quality, course content, learning resources, assessments, faculty performance and institution support will be taken regularly.
- Feedback form will be regularly distributed to students, residents, faculty, and patients to gather both quantitative and qualitative feedback.

Formal Complaints:

- A structured process for submitting formal complaints related to any aspect of SPGMI, including academic, clinical, or administrative issues.

Feedback Management and Analysis

- Based on the analysis of feedback, actionable plans will be developed to address issues and implement improvements. These plans will include timelines, responsible parties, and expected outcomes.
- The results of feedback analysis, along with the actions taken, will be communicated to relevant stakeholders, including students, faculty, and staff, through regular reports, meetings.
- All feedback will be treated with confidentiality, and any personally identifiable information will be kept private unless the individual providing the feedback gives explicit consent for disclosure.
- Feedback submitted anonymously will be reviewed, but there may be limitations in addressing concerns that require further clarification.
- SPGMI is committed to addressing feedback in a timely manner. All feedback, especially formal complaints, will be acknowledged within 5 working days, and responses or action plans will be communicated to the individuals or groups concerned within a reasonable timeframe.
- For ongoing concerns or complex issues, SPGMI will provide periodic updates on the status of resolutions.

Policy Review and Updates

- This policy will be reviewed annually to ensure it remains aligned with the institution's goals, legal requirements, and best practices in feedback management.
- Any updates or revisions to this policy will be communicated to all stakeholders through appropriate channels.

Principal

Sharif Medical & Dental, College