



養和醫療
HKSH Medical Group

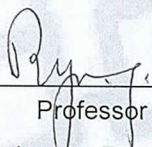
Standard Operating Procedure for Complaint Management for Research Ethics Committee

Revision Summary of the Last Revision

Version	Revision Details	Relevant Section	Effective Date
01	Initial release	N/A	17 July 2018
02	Revised format	Whole document	8 October 2019
03	1. Revised name from "HKSH Medical Group" or "Group" to "HKSH" 2. Updated format	Whole document	15 August 2024

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SOP for Complaint Management for Research Ethics Committee

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Page 1 of 2

The printed copy is for reference only. Please refer to the Hospital Intranet for any updated version.

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1 Objective

The HKSH Medical Group (“HKSH”) has a specific Policy on Complaint Management (A.6.1-HMC-MAT-H-PL), covering all types of complaint management processes within HKSH. Complaints relating to Research Studies reviewed by REC also follow the Policy.

2 Scope and Definition

2.1 Same as Policy on Complaint Management (A.6.1-HMC-MAT-H-PL).

3 Responsibility

3.1 Same as Policy on Complaint Management (A.6.1-HMC-MAT-H-PL).

4 Training and Qualification

Not Applicable

5 Policy Details

5.1 Same as Policy on Complaint Management (A.6.1-HMC-MAT-H-PL).

6 Record

6.1 Same as Policy on Complaint Management (A.6.1-HMC-MAT-H-PL).

7 Attachment

7.1 Same as Policy on Complaint Management (A.6.1-HMC-MAT-H-PL).

8 Reference Documents

8.1 Hospital Administration and Nursing Administration. *Policy on Complaint Management.*
(A.6.1-HMC-MAT-H-PL)