

# Feedback Policy

## Purpose

To establish a systematic and structured mechanism for collecting, analyzing, and implementing feedback from stakeholders, ensuring continuous quality improvement in education, research, and healthcare services.

## Scope

This policy applies to all stakeholders, including:

1. Students (UG and PG)
2. Teachers (Faculty members)
3. Parents/Guardians
4. Alumni
5. Patients and their families (for healthcare services)
6. Administrative staff(employers)

## Objectives

1. Improve quality of education: Enhance teaching-learning experiences, curriculum, and assessment methods.
2. Enhance patient care: Improve healthcare services, patient satisfaction, and safety.
3. Foster research and innovation: Encourage innovative ideas, research collaborations, and knowledge sharing.
4. Promote transparency and accountability: Ensure timely response to feedback, suggestions, and complaints.
5. Strengthen stakeholder engagement: Build trust, collaboration, and communication among stakeholders.

## Feedback Mechanisms

1. Suggestion Boxes: Physical boxes placed strategically across campus.
2. Regular Meetings: Scheduled meetings with students, teachers, parents, and alumni.
3. Surveys and Questionnaires: Periodic surveys to gather specific feedback.
4. Email/Phone: Designated email IDs and phone numbers for feedback.

## Feedback Categories

1. Academic: Teaching, curriculum, assessment.
2. Infrastructure: Facilities, maintenance, amenities.
3. Healthcare Services: Patient care, treatment, hospital services.
4. Research: Opportunities, facilities, collaborations.
5. Administration: Governance, policies, procedures.
6. Student Life: Extracurricular activities, support services.

## **Feedback Analysis and Implementation**

1. Feedback Committee: Constituted to review, analyze, and recommend actions.
2. Action Plan: Developed and implemented within specified timelines.
3. Progress Monitoring: Regular review and updates on action plan implementation.
4. Feedback Loop: Responding to stakeholders on action taken or progress.

## **Confidentiality and Anonymity**

1. Confidentiality: Feedback received will be treated confidentially.
2. Anonymity: Option to provide anonymous feedback.

## **Timeline**

1. Feedback Collection:
  - Faculty feedback will be collected after end of phase.
  - Student feedback will be collected every 6 months.
  - Patients can give feedback through suggestion boxes at any time which are collected monthly.
  - Alumni feedback will be collected yearly.
  - PTA feedback will be collected yearly.
  - Employers feedback will be taken yearly.
2. Analysis and Action Plan: Within 30 days of feedback collection.
3. Implementation: Within 60 days of action plan approval.

## **Roles and Responsibilities**

1. Feedback Committee: Chaired by the Principal, consisting of the vice principal and 5 faculty members.
2. Department Heads: Ensure feedback collection, analysis, and implementation within departments.
3. Students/Staff: Provide constructive feedback, participate in surveys/discussions.

## **Grievance Redressal Mechanism**

Grievance Cell: Established to address complaints and concerns. The cell includes Principal, faculty members, representatives from UG and PG students.

## **Review and Revision**

This policy will be reviewed and revised every two years or as needed.

### **Feedback implementation committee**

Sl no	Name of faculty	Designation	
1	Dr.Asokan. N	Principal	Chairperson
2	Dr. K. B. Sanalkumar	Vice Principal	Vice Chairperson
3	Dr. Resmy. C. R	Professor(CAP) Obstetrics and Gynecology	Member
4	Dr. Santhosh. T. V	Associate Professor General Surgery	Member
5	Dr. Ravindran. C	Professor(CAP) General Surgery	Member
6	Dr. Sajna. M. V	Professor(CAP) Community Medicine	Member
7	Dr. Arun Joseph. P	Assistant Professor General Surgery	Member

### **Contact**

For feedback, suggestions, or queries:

Email: [principalmctcr@gmail.com](mailto:principalmctcr@gmail.com)

Phone: 04872201355

Website: <https://gmctcr.kerala.gov.in/contact>

By implementing this feedback policy, Government Medical College Thrissur demonstrates its commitment to continuous improvement, transparency, and stakeholder engagement.

### **Approval and effective date**

This Feedback Policy has been approved by the:

Principal, Government Medical College Thrissur and will come into effect immediately.