



**養和醫療**  
HKSH Medical Group

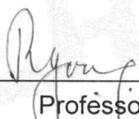
**倫理委員會(研究)投訴管理標準操作規程**  
**Standard Operating Procedure for**  
**Complaint Management for Research Ethics Committee**

**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

**Document Locations and Distribution if any**

<b>Controlled Soft Copy</b>	Policy Portal in HKSH Medical Group
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HKSH Medical Group  
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Prepared by : Research Ethics Committee  
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倫理委員會(研究)投訴管理標準操作規程 SOP for Complaint Management for Research Ethics Committee

HKSH V03/ Last Revised : 15/08/2024

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**倫理委員會(研究)投訴管理標準操作規程**  
**Standard Operating Procedure for**  
**Complaint Management for Research Ethics Committee**

**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)