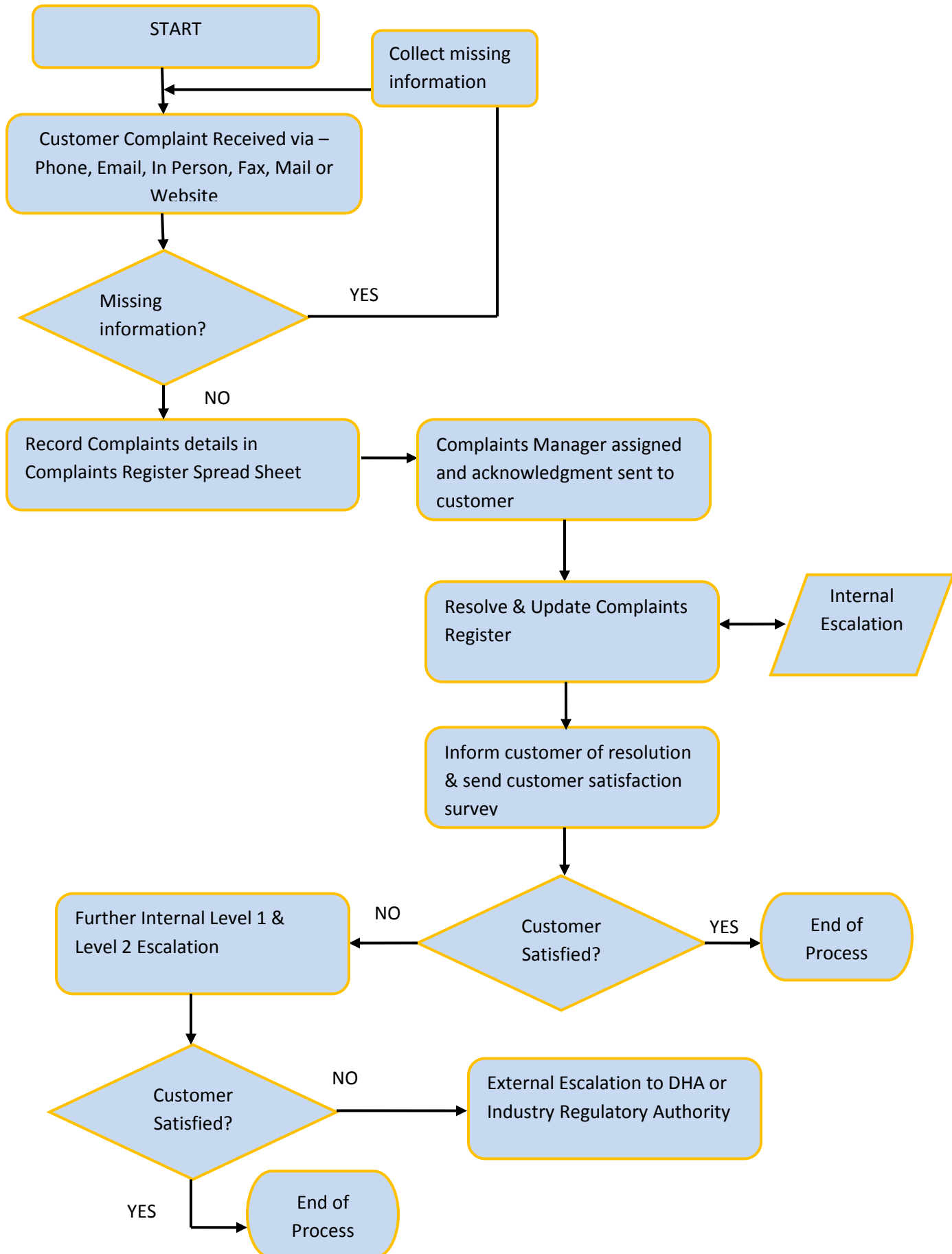




Complaints Resolution Policy for Medical Policies & Target Turn Around Times





### Target Turn around Time (TAT)

Description	Target	Responsible Entity
Acknowledgment of complaint to customer	As and when received	Any Al Salam Staff receiving complaint
Complete complaints form	As and when received	Any Al Salam Staff receiving complaint
Recording of complaint in Complaints Register	1 working day	Complaints Manager
Complaints being sent to concerned department	1 working day	Department Head
Internal Resolution	3 - 5 working days*	Complaints Manager
Complaints where external parties are involved	7 -10 working days*	Complaints Manager, COO
Inform customer of resolution	As soon as complaint resolved	Complaints Manager
Customer Satisfaction Survey	As soon as complaint resolved	Complaints Manager

\* Subject to receipt of all required information/documentation