

Quality and Accreditation Institute
Centre for Accreditation of Health & Social Care



Change Adapt Improve

CODE OF CONDUCT

Issue No.: 01

Issue Date: April 2018

Quality and Accreditation Institute		
Centre for Accreditation of Health & Social Care		
Doc. No.: QAI CAHSC 021	Code of Conduct	
Issue No.: 01	Issue Date: April 2018	Page No.: 1/5

CHANGE HISTORY

Sl. No.	Doc No.	Current Issue No.	Revised Issue No.	Date of Issue	Reasons

CONTENTS

Sl.No.	Title	Page No.
1.	Code of Conduct	4

Quality and Accreditation Institute		
Centre for Accreditation of Health & Social Care		
Doc. No.: QAI CAHSC 021	Code of Conduct	
Issue No.: 01	Issue Date: April 2018	Page No.: 3/5

1. Code of Conduct

QAI personnel, including Assessors, Technical Experts, Members of the Committees and Board in their interaction with clients, other stakeholders, and the general public will:

- Act ethically
- Act professionally
- Be responsive to the needs and interests of clients, other stakeholders, and the general public
- Avoid conflicts of interest
- Maintain confidentiality of information received in different capacity
- Ensure complaints about any of QAI's personnel or services are communicated promptly to the Secretariat.
- Ensure that decisions are made in impartial and objective manner

In addition to the above, QAI encourages its staff, Assessors, Technical Experts, Members of the Committees and Board to raise ethical concerns. These may be related to the operation of the accreditation programmes, activities and its clients. QAI has a documented complaint handling procedure which also include a process for making complaints related to ethical concern.

Quality and Accreditation Institute		
Centre for Accreditation of Health & Social Care		
Doc. No.: QAI CAHSC 021	Code of Conduct	
Issue No.: 01	Issue Date: April 2018	Page No.: 4/5

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Quality and Accreditation Institute		
Centre for Accreditation of Health & Social Care		
Doc. No.: QAI CAHSC 021	Code of Conduct	
Issue No.: 01	Issue Date: April 2018	Page No.: 5/5