

Supplementary file 2

Author's reflexivity

Domain	Guiding questions	Author's response
Study conceptualisation	<ol style="list-style-type: none"> 1. How does this study address local research and policy priorities? 2. How were local researchers involved in study design? 	<p>Patient rights violations in both public and private health facilities in India are reported frequently in the media. In this context, poor institutional architecture for patient rights protection is a key concern for health care activists and policy makers in India.</p> <p>This study is part of the PhD project of the first author (MP). MP is an early career researcher based in India. MP steered the conceptualization of the study, data collection, analysis and drafting of the manuscript . The other authors in the capacity of PhD supervisors offered technical guidance in this research project. All co-authors have previously engaged in research projects in India and are familiar with the local context. PNS a health policy and systems researcher is also based in India.</p>
Research management	<ol style="list-style-type: none"> 1. How has funding been used to support the local research team(s)? 	<p>The funding for this project was part of the PhD fellowship offered to MP(local researcher) by the Institute of Tropical Medicine, Belgium. The financial support covered the costs of data collection and publication of the manuscript.</p>
Data acquisition and analysis	<ol style="list-style-type: none"> 1. How are research staff who conducted data collection acknowledged? 2. How have members of the research partnership been provided with access to study data? 	<p>The first author MP a health policy and system researcher from India collected all the required data. Access to the study data by the research team is guided by the rules and regulations of the institutions involved in this study and the statutory laws of India and Belgium. All researchers have access to the data. The data enabled the researchers</p>

	3. How were data used to develop analytical skills within the partnership?	to apply advanced social theories to explore the governance for patient grievance redressal systems in a LMIC setting such as Karnataka, India.
Data interpretation	1. How have research partners collaborated in interpreting study data?	The research team met every month to discuss the emergent findings. MP, the first author, also a LMIC partner in this research steered the research team meetings. Partnership with the HIC researchers enabled wide access to scholarly published literature required for the analysis and interpretation of data.
Drafting and revising for intellectual content	1. How were research partners supported to develop writing skills? 2. How will research products be shared to address local needs?	MP the first author from the LMIC developed the first draft. All others critically reviewed the drafts, provided technical inputs and edited the drafts. Except MP all co-authors are senior academicians with vast experience in research. The manuscript will be published as open access. The manuscript will be shared with all the participants of this study. A comprehensive description of the case used in this study was translated to regional language (Kannada) and was given to the social activists seeking justice for the aggrieved care-seeking individuals with the grievance redressal system in Karnataka, India. The case description will be helpful to reflect on the future course of action by the collective of CBOs and care-seeking individuals.
Authorship	1. How is the leadership, contribution and ownership of this work by LMIC researchers recognised within the authorship? 2. How have early career researchers across the partnership been included within the authorship team?	MP and PNS are LMIC researchers. MP is the first author and PNS is the third author in this paper. MP is also an early career researcher. Among the authors MP, SVB, AK, NE are women researchers. PNS and BC are male researchers.

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	3. How has gender balance been addressed within the authorship?	
Training	1. How has the project contributed to training of LMIC researchers?	The project is part of the larger PhD project of MP, a LMIC researcher. This publication would help to accomplish her PhD.
Infrastructure	1. How has the project contributed to improvements in local infrastructure?	With the support from the project, the first author was able to buy a laptop for research purposes and Nvivo, a qualitative data analysis tool with lifetime validity. The project also provides generous support for MP to undertake additional research training courses and supervisory allowance for the local researchers. The supervisory allowance can be utilised for local institutional strengthening activities.
Governance	1. What safeguarding procedures were used to protect local study participants and researchers?	The Institute of Tropical Medicine, Belgium (the funder) has obtained a (no-fault) study insurance for low risk studies to cover any injury, damage or loss to study participants and which is caused directly or indirectly by the participation in the study. The researchers took all efforts to anonymise the data during dissemination. In the wake of COVID-19 pandemic, most of the interviews were held over phone and online platforms. Measures were taken to ensure data privacy in online platforms. All research data is archived and stored securely in the local institution as per the relevant data storage and management policy. Funding support enabled the researchers to afford safe travels for the field work conducted during the COVID-19 pandemic.

Note: The authors reflexivity statement used the framework developed by Morton et al, 2021.

Reference

Morton B, Vercueli A, Masekela R, Heinz E, Reimer L, Saleh S et al. Consensus statement on measures to promote equitable authorship in the publication of research from international partnership. *Anaesthesia*. 2012; 77(3):264-76.