

# Complaint Handling Policy

## 1. Purpose

The purpose of this policy is to provide a clear and structured process for handling employee complaints in a fair, consistent, and confidential manner.

## 2. Scope

This policy applies to all employees, contractors, and stakeholders within the organization.

## 3. Policy Statement

The organization is committed to maintaining a respectful and safe workplace. All complaints will be handled promptly, fairly, and without bias.

## 4. Types of Complaints

- 1 Workplace conflicts and misunderstandings
- 2 Harassment or inappropriate behavior
- 3 Discrimination or unfair treatment
- 4 Performance or conduct-related concerns

## 5. Complaint Reporting Process

- 1 Employees can report complaints to HR or their reporting manager.
- 2 Complaints can be submitted verbally or in writing.
- 3 Anonymous complaints may also be considered where possible.

## 6. Complaint Handling Procedure

- 1 Acknowledge the complaint within a reasonable timeframe.
- 2 Conduct a fair and impartial investigation.
- 3 Gather information from all relevant parties.
- 4 Maintain confidentiality throughout the process.
- 5 Take appropriate action based on findings.

## 7. Confidentiality

All complaints and related information will be handled with strict confidentiality, shared only on a need-to-know basis.

## **8. Non-Retaliation**

The organization strictly prohibits retaliation against any individual who raises a complaint in good faith.

## **9. Documentation**

All complaints, investigations, and outcomes will be documented and securely maintained.

## **10. Resolution and Closure**

Efforts will be made to resolve complaints promptly. The outcome will be communicated to relevant parties while maintaining confidentiality.

## **11. Escalation**

If the complaint is not resolved satisfactorily, it may be escalated to higher management or a designated committee.

## **12. Policy Review**

This policy will be reviewed periodically and updated as required.