



SKZ Department  
of Policy and Governance

# Complaints Policy and Procedures

Policy Number - 0004

Approved on - 30 January 2024



# Contents

- 1. Introduction:**
- 2. Policy Statement:**
- 3. Scope:**
- 4. Definition of Complaints:**
- 5. Principles of Complaint Handling:**
- 6. Procedures for Handling Complaints:**
- 7. Escalation Procedures:**
- 8. Monitoring and Review:**
- 9. Training and Capacity Building:**
- 10. Compliance and Legal Considerations:**
- 11. Confidentiality and Data Protection:**

## 1. Introduction

SKZ Foundation is committed to providing high-quality services and maintaining positive relationships with its stakeholders. This policy and procedures document outlines the guidelines and processes for handling complaints effectively and transparently.

## 2. Policy Statement

SKZ Foundation values feedback from its stakeholders and takes complaints seriously as an opportunity to address concerns, improve services, and strengthen relationships. The organization is committed to resolving complaints promptly, fairly, and impartially while upholding the principles of transparency, accountability, and respect.

## 3. Scope

This policy applies to all complaints received by SKZ Foundation from stakeholders, including but not limited to beneficiaries, donors, volunteers, staff, partners, and members of the public. It encompasses complaints related to SKZ Foundation's services, programs, operations, conduct, or interactions with stakeholders.

## 4. Definition of Complaints

A complaint is defined as any expression of dissatisfaction or concern raised by a stakeholder regarding SKZ Foundation's activities, services, or conduct. Complaints may include issues related to quality of service, communication, behavior, treatment, policies, procedures, or any other aspect of SKZ Foundation's operations.

## 5. Principles of Complaint Handling

**Accessibility:** SKZ Foundation will ensure that its complaints process is accessible to all stakeholders, including those with disabilities or special needs. Information about how to make a complaint will be readily available through multiple channels, including the organization's website, publications, and communication materials.

**Fairness and Impartiality:** Complaints will be handled impartially and without bias, ensuring that all parties involved are treated fairly and respectfully. Complaint handlers will approach each complaint with an open mind, listen to the complainant's perspective, and conduct investigations objectively.

**Confidentiality:** SKZ Foundation will maintain confidentiality in handling complaints, respecting the privacy of complainants and individuals involved. Information related to complaints will be shared only with individuals directly involved in the complaint resolution process on a need-to-know basis.

**Transparency:** SKZ Foundation will communicate openly and transparently with complainants throughout the complaints process, providing clear information about procedures, timelines, and outcomes. Complaint handlers will keep complainants informed of the progress of their complaints and any decisions made.

## 6. Procedures for Handling Complaints

**Receipt of Complaint:** Complaints may be received through various channels, including in person, by phone, by email, through the organization's website, or by mail. Complaints should be acknowledged promptly upon receipt, preferably within 5 working days, to confirm receipt and provide initial information about the complaints process.

**Investigation and Resolution:** Complaints will be investigated thoroughly and impartially to determine the facts, identify root causes, and develop appropriate solutions. Depending on the nature and complexity of the complaint, investigations may involve gathering additional information, conducting interviews, or consulting relevant stakeholders.

**Communication with Complainants:** SKZ Foundation will maintain regular communication with complainants throughout the complaints process, providing updates on the status of their complaints and seeking feedback on proposed solutions. Timely responses will be provided to address any questions or concerns raised by complainants.

**Resolution and Follow-Up:** Upon completion of the investigation, SKZ Foundation will communicate the outcome of the complaint to the complainant, along with any actions taken or proposed resolutions. If the complaint is upheld, SKZ Foundation will take appropriate corrective actions to address the issues raised and prevent recurrence. Follow-up may be conducted to ensure complainant satisfaction and monitor implementation of solutions.

## **7. Escalation Procedures**

If a complainant is dissatisfied with the outcome of the complaints process or feels that their concerns have not been adequately addressed, they may request escalation of their complaint to a higher authority within SKZ Foundation, such as senior management or the President. The escalation process will be clearly outlined to complainants, and their requests will be handled promptly and impartially.

## **8. Monitoring and Review**

SKZ Foundation will monitor complaints received, resolutions achieved, and feedback provided to identify trends, patterns, and areas for improvement. Regular reviews of the complaints process will be conducted to assess effectiveness, efficiency, and compliance with this policy, with adjustments made as necessary to enhance complaint handling practices.

## **9. Training and Capacity Building**

SKZ Foundation will provide training and capacity-building opportunities for staff involved in handling complaints to ensure that they have the knowledge, skills, and resources to manage complaints effectively and in accordance with this policy. Training may cover complaint handling procedures, communication skills, conflict resolution techniques, and cultural sensitivity.

## **10. Compliance and Legal Considerations**

SKZ Foundation will ensure that its complaints handling procedures comply with relevant laws, regulations, and industry standards governing complaint management, privacy, and data protection. Compliance efforts will be aligned with regulatory requirements and best practices in complaint handling.

## **11. Confidentiality and Data Protection**

SKZ Foundation will handle personal data collected during the complaints process with confidentiality and respect for privacy rights. Personal information provided by complainants will be used only for the purpose of investigating and resolving complaints and will be handled in accordance with data protection laws and SKZ Foundation's privacy policy.