

Complaints Management Procedure



Complaints Management Procedure

1 Receiving the Complaint

Acknowledge receipt of the complaint promptly, ideally within 1-2 business days.

Record the complaint in the complaint register, including:

- Date received
- Complainant's details
- Nature of the complaint
- Service/employee the complaint relates to
- Desired outcome (if stated by the complainant)

Assess the urgency and severity of the complaint to determine priority.

2 Initial Assessment

Determine if the complaint can be resolved immediately or requires further investigation.

If the complaint can be resolved immediately, proceed to step 5.

If further investigation is required, assign an appropriate staff member to handle the complaint.

3 Investigation

Contact the complainant to:

- Clarify any unclear aspects of the complaint
- Explain the investigation process
- Provide a timeframe for the investigation

Gather all relevant information, which may include:

- Reviewing relevant documentation
- Interviewing staff members involved
- Examining systems or processes related to the complaint

Analyse the information to determine the root cause of the issue.

Identify potential solutions or remedies.

4 Resolution Planning

Develop a proposed resolution based on the investigation findings.

If applicable, consult with relevant managers or specialists about the proposed resolution.

Fensa Complaints Procedure Document

Xiaolong Qi



Fensa Complaints Procedure Document:

Official Bulletin International Labour Office, International Labour Office. Freedom of Association Committee, 1981

Newsletter, 2002

How to File Complaints on Human Rights Violations Klaus Hübner, 1998

Complaints

Procedure Manual South Africa. Commission on Gender Equality, 2010

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