



## HANDLING CUSTOMER COMPLAINTS

In order to establish itself as a customer responsive organisation, YEDF will resolve all customer complaints in a timely and courteous manner. YEDF will be guided by guidelines issued by the Committee on Administrative Justice.

### ***11.1 Complaint reporting infrastructure***

YEDF will maintain and publicise infrastructure to receive complaints from the public. This infrastructure will include (but not limited to):

- Email
- Telephone
- Fax
- Postal address
- Physical address for hand delivery
- Social media
- Suggestion boxes

### ***11.2 Complainant details***

The complainant will be asked to provide the following details for ease of resolving complaint and providing feedback:

- Complainant details including the name of the contact person, organization, address, phone number and email address.
- Details of the problem encountered including the nature of the problem and dates of aggrieved occurrence
- The remedy requested and
- Any relevant documentation

### ***11.3 Complaints handling committee***

The Chief Executive Officer will appoint a complaints handling committee. The duties of the committee shall include:

- Receiving complaints and carrying out investigations on complex matters
- Quarterly analysis of complaints received with a view to identifying areas of concern
- Recommending corrective measures to strengthen service delivery systems and reduce customer complaints

#### 11.4 How complaints will be handled

Activity	Timeframe
<p><b>Acknowledgement</b> – the complainant will be contacted within two working days of receipt of the complaint to acknowledge receipt of the complaint. The name of the person handling the complaint will also be provided. The complainant can contact the person to obtain information on the status of their complaint or to provide feedback on the process.</p>	<p><b>Within 2 working days</b></p>
<p><b>Initial assessment-</b> an initial assessment will be undertaken to determine the severity and complexity of the complaint and the need and possibility of immediate action. For less complex complaints, it may be possible to provide a response to the complainant without further investigation.</p>	<p><b>Within 2 working Days of acknowledgement</b></p>
<p><b>Investigation</b> – depending of the degree of complexity of the matter, an investigation will be undertaken by the Fund's Complaints Committee. This will cover all relevant circumstances and information surrounding the complaint.</p>	<p><b>Within 10 working days of initial complaint</b></p>
<p><b>Response</b> – a response proposing a decision or action will be provided to the complainant in writing.</p>	<p><b>Within 14 working days of initial complaint</b></p>
<p><b>Close complaint-</b> the Complaint will be closed when the complainant is satisfied or when all reasonable internal and external options are exhausted. Still unresolved complaints will be referred externally:</p> <ul style="list-style-type: none"> <li>• To Alternative Dispute Resolution Mechanisms (ADR) e.g. mediation</li> <li>• Complainant will be informed of appeal procedures or other legal remedies available.</li> </ul>	