

Form FORMAL COMPLAINT MECHANISM POLICY



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Formal Complaint Mechanism Policy

Introduction: At Codexict Solutions, we are dedicated to fostering a work environment characterized by transparency, accountability, and respect for the rights and well-being of all individuals associated with our organization. To uphold these values, we have established a formal complaint mechanism to facilitate the reporting and resolution of concerns related to ethical conduct, human rights violations, workplace issues, and other relevant matters.

Objectives: Our formal complaint mechanism aims to achieve the following objectives:

1. Provide a safe and accessible platform for individuals to report grievances or concerns pertaining to their interactions with Codexict Solutions.
2. Address complaints promptly and effectively, ensuring fairness, impartiality, and confidentiality throughout the process.
3. Proactively identify and mitigate risks to our employees, stakeholders, and reputation by promptly addressing reported issues.
4. Cultivate a culture of trust, transparency, and accountability within our organization by encouraging open communication and constructive feedback.

Scope: This policy applies to all individuals associated with Codexict Solutions, including employees, contractors, customers, suppliers, vendors, partners, and members of the community.

Principles: Our formal complaint mechanism is guided by the following principles:

1. **Accessibility:** The complaint mechanism is accessible to all potentially affected parties, irrespective of their position or status within the organization.
2. **Confidentiality:** All complaints are treated with strict confidentiality, and information shared during the complaint process is disclosed only to individuals directly involved in addressing the complaint.
3. **Fairness and Impartiality:** Complaints are investigated and resolved in a fair, impartial, and objective manner, free from bias or prejudice.
4. **Timeliness:** Complaints are addressed promptly and efficiently, with clear timelines established for each stage of the complaint process.
5. **Non-Retaliation:** Individuals who raise complaints are protected from retaliation or adverse consequences as a result of their participation in the complaint process.
6. **Transparency:** Codexict Solutions maintains transparency throughout the complaint process, providing regular updates to complainants and stakeholders as appropriate.

7. **Accountability:** Codexict Solutions takes responsibility for addressing complaints and implementing appropriate corrective actions to prevent recurrence of issues.

Procedure:

1. **Reporting:** Complaints may be submitted through various channels, including in-person, by phone, email, or through an online reporting system. Complainants should provide detailed information, including the nature of the complaint, names of individual's involved, relevant dates, and any supporting documentation or evidence.
2. **Initial Assessment:** Upon receipt of a complaint, the designated complaint handler conducts an initial assessment to determine its validity and seriousness. If necessary, an investigation team is appointed to gather additional information.
3. **Investigation:** Complaints are investigated thoroughly and impartially, with all parties involved given an opportunity to provide their perspective. The investigation may involve interviews, document review, and other relevant inquiries.
4. **Resolution:** Once the investigation is complete, the complaint is resolved through appropriate means, including corrective action, disciplinary measures, mediation, or other forms of resolution. The complainant is informed of the outcome and any actions taken.
5. **Follow-Up:** Codexict Solutions follows up with the complainant to ensure that the resolution is satisfactory and that any necessary follow-up actions are completed.
6. **Documentation:** A record of all complaints received and actions taken is maintained for reference and accountability purposes.

Training and Awareness: All employees and relevant stakeholders receive training and awareness programs to familiarize them with the complaint mechanism and their roles and responsibilities in addressing complaints. This includes training on conflict resolution, communication skills, and ethical conduct.

Monitoring and Review: The effectiveness of the complaint mechanism is monitored and reviewed regularly to identify opportunities for improvement. Feedback from complainants and stakeholders is solicited and incorporated into ongoing enhancements to the process.

Conclusion: At Codexict Solutions, we are committed to upholding the highest standards of ethics, integrity, and accountability in all aspects of our operations. Our formal complaint mechanism reflects this commitment by providing a transparent, accessible, and effective means for individuals to raise concerns and seek resolution. By fostering a culture of open communication and responsiveness, we aim to build trust, enhance stakeholder relationships, and strengthen our organization's reputation for integrity and fairness.

4. **Review of Policy** This policy may be reviewed from time to time in line with the business needs and requirements.

Approver's Name: Maina John

Approver's Signature



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