

# 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

**J Spring**



**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

## Unveiling the Magic of Words: A Report on "**Fensa Complaints Procedure Document**"

In some sort of defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their power to kindle emotions, provoke contemplation, and ignite transformative change is actually awe-inspiring. Enter the realm of "**Fensa Complaints Procedure Document**," a mesmerizing literary masterpiece penned with a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve into the book's central themes, examine its distinctive writing style, and assess its profound impact on the souls of its readers.

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