



HOPE SAFETY CONSULTANCY PVT LTD COMPLAINT POLICY

Purpose

The purpose of this Complaint Policy is to establish a formal procedure for receiving, investigating, and resolving complaints from clients, employees, or any other stakeholders of **Hope Safety Consultancy Pvt Ltd**. This policy aims to ensure that complaints are handled promptly, fairly, and in a manner that satisfies the complainant.

Scope

This policy applies to all employees, clients, contractors, and other stakeholders of **Hope Safety Consultancy Pvt Ltd** who wish to file a complaint regarding the company's products, services, or conduct.

Definition of Complaint

A complaint is defined as any expression of dissatisfaction or concern made by a client, employee, or stakeholder related to the services, products, or conduct of **Hope Safety Consultancy Pvt Ltd**.

Submission of Complaints

Complaints can be submitted in writing, via email, through the company's official website, or through designated complaint forms available at the company's offices. Anonymous complaints will be accepted; however, providing contact information may facilitate a more thorough investigation.

Receipt and Acknowledgment

Upon receipt of a complaint, **Hope Safety Consultancy Pvt Ltd** will acknowledge the complaint within 48 hours and provide a unique reference number for tracking purposes.

Investigation Process

- a. The designated Complaints Officer will be responsible for initiating the investigation process.
- b. The Complaints Officer will gather all relevant information and interview involved parties.
- c. The investigation will be conducted impartially, objectively, and in a timely manner.

Resolution and Communication

- a. Upon completion of the investigation, **Hope Safety Consultancy Pvt Ltd** will communicate the findings to the complainant.
- b. If the complaint is deemed valid, the company will propose appropriate corrective actions and timelines for implementation.
- c. If the complaint is found to be invalid, the company will provide a clear explanation to the complainant.



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Record Keeping

All complaints, investigations, and resolutions will be documented and maintained for a minimum period of 12 months to ensure transparency and accountability.

Escalation Process

If the complainant is not satisfied with the resolution, they may escalate the matter to higher management or an external mediator, as specified in the company's escalation process.

Continuous Improvement

Hope Safety Consultancy Pvt Ltd will regularly review the complaints received and the resolutions provided to identify areas for improvement in its products, services, and internal processes.

Training and Awareness

All employees will be trained on the complaint handling procedure, and awareness campaigns will be conducted periodically to ensure understanding and compliance.

Policy Review

This Complaint Policy will be reviewed annually or as needed to ensure its effectiveness and relevance. Any updates or revisions will be communicated to all stakeholders.



Director
Hope safety consultancy Pvt Ltd