



# **ISHANYA INDIA FOUNDATION (IIF)**

## **COMPLAINTS POLICY AND PROCEDURE**

**EFFECTIVE DATE: 2<sup>nd</sup> February 2021**

**Date of Policy Approved By the Board: 1<sup>st</sup> February 2021**



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**Ishanya India Foundation** is committed to ensuring that any person or organisation using services provided by **Ishanya India Foundation** or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

## **OUR COMMITMENT**

If you make a complaint to **Ishanya India Foundation** you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

## **WHAT CAN I MAKE A COMPLAINT ABOUT?**

You can make a complaint to **Ishanya India Foundation** about the delivery of ..... services. It is not the intent of this policy to allow a person or organisation to complain about the outcome of our services or consultations if the final result does not agree with that person or organisation's position. A person may however lodge a complaint if a documented consultation process was not followed, or if the process was flawed.

## **PROCEDURES**

### **MAKING A COMPLAINT**

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time, unless you are making a complaint about this person
  - the Programme Manager or Chief Executive
- or

If the complaint is about:

- a product or service delivered by Employees, program managers, consultants, program associates & any other individuals authorized by Ishanya, the complaint will normally be dealt with by the relevant manager
- a staff member, the complaint will normally be dealt with by the relevant manager
- a senior staff member, the complaint will normally be dealt with by the Programme Manager or the Chief Executive

- the Chief Operating Officer, the complaint will normally be dealt with by the Chief Executive of **Ishanya India Foundation**
- the Chief Executive, the complaint will normally be dealt with by the Advisory Board of **Ishanya India Foundation**
- Internal complaints, where a staff member makes a complaint concerning another staff member, will be dealt with in accordance with the Grievance Policy and Procedures of **Ishanya India Foundation**

Written complaints may be sent to the relevant . **Bhagyashri, 1112, 18th Main, BTM 2nd Stage, Bengaluru - 560076** office or email to **info@ishanyaindia.org**. The relevant Manager will be responsible for receiving this correspondence and directing it to the appropriate person.

## **PROCEDURE FOR COMPLAINTS MANAGEMENT**

The person managing the complaint will be responsible for:

### 1. Registering the complaint:

- Registering the complaint in the **Ishanya India Foundation's** complaints register
- informing the complainant that their complaint has been received and providing them with information about the process and time frame

### 2. Investigating the complaint:

- examining the complaint within 10 working days of the complaint being received
- informing the complainant by letter within 20 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

As far as possible, complaints or appeals will be investigated and resolved within 30 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

### 3. Resolving the complaint:

- making a decision or referring to the appropriate people for a decision within 30 working days of the complaint being received
- Informing the complainant of the outcome and any options for further action if required

4. What if I am unhappy with the resolution?

- If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with the Advisory Board. The Advisory Board will investigate and take appropriate action.

### **RECORD KEEPING**

A register of complaints will be kept by **Ishanya India Foundation**, the register will be maintained by the Operations Manager and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

The complaints register and files will be confidential and access is restricted to the the Chief Operating Officer, & the founder, director.

The Chief Operating Officer will be responsible for preparing a report on received feedback and complaints once a quarter to the founder, director and the Board of Ishanya India Foundation