



# Complaints and Grievance Procedure

## Introduction

*Tambu Ayis Support Service is committed to maintaining an open and transparent process for addressing complaints and grievances. This Complaints and Grievance Procedure outlines the organisation's process for reporting and resolving concerns, complaints, or grievances related to the organisation's activities, services, or conduct.*

## Scope

This procedure applies to all staff, volunteers, clients, and associates involved with Tambu Ayis Support Service. It covers concerns, complaints, or grievances related to the organisation's operations.

## Principles

Our Complaints and Grievance Procedure is guided by the following principles:

- **Accessibility:** The procedure should be accessible to all individuals associated with the organisation, regardless of their background, identity, or characteristics.
- **Fairness:** All concerns and complaints will be treated fairly and without bias.
- **Confidentiality:** The organisation will respect the confidentiality of the individuals involved and the details of the complaint or grievance.
- **Resolution:** The procedure aims to resolve concerns and complaints in a timely and effective manner.

## Complaints and Grievance Procedure

### Informal Resolution

- Individuals are encouraged to address concerns informally by discussing the issue with the relevant staff member, supervisor, or volunteer involved.

### Formal Complaint

- If the concern cannot be resolved informally, individuals can file a formal complaint by submitting a written statement detailing the issue.

### Receipt of Complaint



- The designated contact person within the organisation will acknowledge the receipt of the complaint in writing and provide an estimated timeline for resolution.

#### Investigation

- The organisation will conduct a fair and impartial investigation to assess the validity of the complaint and gather necessary information.

#### Resolution

- Once the investigation is complete, the organisation will communicate the outcome and any actions taken to resolve the complaint.

#### Appeal

- Individuals have the right to appeal the resolution if they are dissatisfied with the outcome. Appeals should be submitted in writing and will be reviewed by a designated appeals committee.

#### Record Keeping

- The organisation will maintain records of all complaints, investigations, and resolutions, ensuring transparency and accountability.

#### Reporting Violations

All individuals associated with Tambu Ayis Support Service are encouraged to report any concerns, complaints, or grievances in accordance with this procedure to the designated contact person within the organisation.

#### Conclusion

Tambu Ayis Support Service is dedicated to addressing concerns, complaints, and grievances fairly and effectively, ensuring that all individuals associated with the organisation have a means to voice their concerns. Adhering to this Complaints and Grievance Procedure is essential in upholding the values and mission of Tambu Ayis Support Service.

#### Approval:

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