

Grievance and Complaints Procedure

Introduction

This protocol outlines the procedure for handling complaints within Matanataki Pte Ltd. It aims to ensure that all complaints are addressed promptly, fairly, and consistently.

Scope

This procedure applies to all employees, customers, and stakeholders who wish to raise a complaint regarding any aspect of our services or operations.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Matanataki Pte Ltd.

Procedure for Raising a Complaint

- ***Step 1: Informal Resolution***
 - The complainant should initially raise the issue informally with the relevant person or department. This can be done verbally or in writing.
 - The aim is to resolve the issue quickly and amicably without the need for formal procedures.
- ***Step 2: Formal Complaint***
 - If the issue is not resolved informally, the complainant should submit a formal complaint in writing to Matanataki's In House Legal Counsel on +679 345 0215 or info@matanataki.com.
 - The complaint should include details of the issue, any previous attempts at resolution, and the desired outcome.

Acknowledgment of Complaint

- Matanataki's In House Legal Counsel will acknowledge receipt of the complaint within 5 working days.
- The acknowledgment will include an outline of the next steps and the expected timeframe for resolution.

Investigation

- The Matanataki's In House Legal Counsel will conduct a thorough investigation into the complaint.

- This may involve gathering evidence, interviewing relevant parties, and reviewing any relevant documentation.

Resolution

- The Matanataki's In House Legal Counsel will provide a written response to the complainant within 20 working days of acknowledging the complaint.
- The response will include the findings of the investigation, any actions taken, and the rationale for the decision.

Appeal

- If the complainant is not satisfied with the outcome, they may appeal the decision in writing within 10 working days of receiving the response.
- The appeal will be reviewed by a senior manager who was not involved in the initial investigation.

Record Keeping

- All complaints and related documentation will be recorded and maintained in a secure and confidential manner.
- Records will be kept for a minimum of 7 years.

Continuous Improvement

- Complaints will be reviewed periodically to identify any trends or areas for improvement.
- Lessons learned from complaints will be used to enhance our services and procedures.

Gender-based Violence and Harassment (GBVH) and Sexual Exploitation, Abuse and Harassment (SEAH) Complaints

If an individual experiences or becomes aware of a situation involving GBVH or SEAH they are encouraged to use the complaints procedure noting the following:

- Affected individuals may be requested to contact a designated person for support and counselling to ensure confidentiality – prioritising the rights, needs and wishes of the survivor / victim.
- Confidentiality is maintained throughout the complaints process; breaches of confidentiality may result in disciplinary action.
- All parties are safeguarded against professional disadvantage under the presumption of innocence; precautionary measures such as staff transfer or paid leave may be implemented until the complaint is resolved.
- Depending on circumstances a qualified specialist may provide counselling, mediate GBVH and SEAH cases and provide post-mediation support.

To make a complaint please:

Visit the Contact page on our website

(<https://matanataki.com/contact/>);

Call +679 345 0215; or

Email complaints@matanataki.com