

General Complaint Procedure

1. **Purpose**

The aim of this complaint procedure is to guarantee that all grievances raised by employees, partners, clients, or community members are addressed in a transparent, fair, and effective manner.

2. **Scope**

This procedure encompasses all complaints related to any aspect of operations at Alliance DMC, including service-related issues, employee conduct, and operational practices.

3. **Channels for Submission of complaints**

- **Email:** Direct complaints to [info@alliancedmc.com].
- **Online Form:** Available on the company's website for direct submissions.
- **Phone:** Reach us through our customer service hotline at (+96265349944).
- **In-Person:** Complaints may also be submitted directly at our main office or to any department head.

4. **Necessary information for any complaint**

- A detailed description of the issue.
- Relevant evidence or documentation, if applicable.
- Contact information for follow-up, unless anonymity is preferred.

5. **Complaint Handling Process**

- **Receipt Acknowledgment:** Complainants will receive immediate confirmation of their submission, followed by a formal acknowledgment within 48 hours.
- **Initial Assessment:** The complaint will be reviewed by the relevant department head or designated complaint officer to evaluate its validity and priority.
- **Investigation:** An investigation will be conducted involving all pertinent parties. This may include gathering additional information from the complainant, interviewing witnesses, and reviewing related documentation.
- **Resolution and Response:** Based on the findings of the investigation, appropriate actions will be taken. A comprehensive response will be provided to the complainant, detailing the outcomes and any measures implemented to address the complaint.
- **Follow-Up:** Measures will be enacted to prevent future occurrences, and follow-up with the complainant will be conducted, if necessary, to ensure satisfaction with the resolution.

6. **Confidentiality**

All complaints will be handled with strict confidentiality. Information will be shared solely with individuals involved in the resolution of the complaint.

7. **Training**

Staff at all levels will receive training on this complaint procedure to ensure clarity and consistency in handling complaints.