

Complaint Handling Policy – Rawr Street Ministries

1. Purpose

The purpose of this policy is to establish a fair, impartial, and transparent process for handling complaints from customers, clients, and stakeholders. This policy ensures that all complaints are investigated and resolved in a timely and efficient manner, upholding the integrity and reputation of Rawr Street Ministries.

2. Scope

This policy applies to all complaints received by Rawr Street Ministries, regardless of the source or the nature of the complaint.

3. Definitions

- **Complaint:** Any expression of dissatisfaction with Rawr Street Ministries' products, services, or employees.
- **Complainant:** The individual or entity filing a complaint.

4. Procedure for Filing a Complaint

We encourage feedback and are committed to resolving concerns. Complaints may be submitted in the following ways:

- **Email:** Please send your written complaint to rawrstreetministries@gmail.com.

Complaints should be filed as soon as possible after the incident to ensure an accurate and timely investigation.

5. Procedure for Investigating Complaints

All complaints will be investigated promptly and thoroughly.

- The investigation will be conducted by an impartial party designated by management.
- The complainant will be kept informed regarding the status of their complaint and the progress of the investigation.
- Confidentiality will be maintained at all times; the identity of the complainant will be protected unless otherwise agreed upon.

6. Procedure for Resolving Complaints

Rawr Street Ministries will work with the complainant to resolve the issue in a fair and equitable manner. We will make every effort to satisfy the complainant's legitimate concerns and provide a clear explanation of the outcome.

7. Procedure for Tracking and Continuous Improvement

All complaints will be tracked in our internal records to ensure timely resolution and to identify patterns or areas for improvement. Management will review these records regularly to assess the effectiveness of our processes.

8. Communication

We will communicate with complainants in a timely, professional, and informative manner, providing updates on the investigation and the final outcome of the matter.

This policy is enforced by the management team. Employees found to be in violation of this policy may be subject to disciplinary action.

This policy will be reviewed and amended on a regular basis to ensure that it remains relevant, effective, and compliant with current standards.