

# Complaints and Appeals Procedure



Regd. No. 114 / 2017

## **NATURE SCIENCE FOUNDATION**

**No. 2669, LIG-II, Gandhi Managar, Peelamedu  
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### **Motto**

*“Save the Nature to Save the Future” & “Go Green to Save the Planet”*



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<b>Documented Procedure for Evaluating Complaints and Appeals</b>	<b>Issue Number: 01</b> <b>Issue Date: 02.01.2023</b>

## 1.0 Complaints

1.1. Complaints can be filed by any person / Client against the following

- Work process of NSF
- Communication with the NSF staff regarding requirements
- Improper response to the queries raised
- Partiality in audit results by the Auditors
- Any flaws during on – site audit process
- Delay in dispatch of audit reports and certificates
- Any dissatisfactory note during the conduct of classes
- False commitments in work process
- Error in audit reports and certificates
- Improper response to organise National and International Events
- Awards to any unqualified applicant
- Delay in MoU Signing and renewal
- Any financial pressure / crisis
- Interested Parties

1.2. The complaint shall be made in writing (by means of letter / e-mail) to the Director with complete details of the complainant (Name, Address, Organisation, Contact details, etc.,) and description of the complaint with supporting information / documents as relevant and necessary.

1.3. If complaint received without the details of the complainant it will not be considered and if the complaint raised is out of NSF activities it will not be considered

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**1.4.** Any complaints received will be reviewed by the authority only when the complaints coincides with activities of Nature Science Foundation. If so, Director will investigate and verify all the necessary information collected from the complainant and then the complaint is registered and NSF procedure for handling complaints is followed.

**1.5.** The Director will arrange to acknowledge the complaint within seven working day. In case of any more information / document is needed the same shall be sought from the complainant.

**1.6.** The decision to be communicated with the complainant will be reviewed and approved by individuals not involved in activities in question

**1.7.** The Director will follow each complaint to conclude and initiate appropriate corrective actions.

**1.8.** If any major complaint is filed it would be assessed by Top management committee members and informed according to the compliant.

**1.9.** NSF will ensure that investigation and decision on complaints do not results in any discriminatory actions.

**1.10.** NSF will make all efforts to resolve the complaint within 10 – 15 days, unless it requires more time depending on the subject of the compliant. NSF will provide periodic updates on the progress of complaints to the concern.

## **2.0. Appeals**

**2.1.** The appeals shall be filed in writing within a week time along with the necessary information / documents in support of appeal.

**2.2.** The Director verifies the documents for completeness and may ask any additional information, if necessary. Once the documents are completed the Director validates based on verification of all necessary documents and information gathered and then acknowledges the receipt of appeals within a week and forwards the same to the

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Chairman of NSF. The Chairman as the right to either disallow the appeal or to form an appeals based on the merit of the contents of the appeal.

**2.3.** The Appeals committee is headed by one of the Board Members nominated by the Chairman. Along with maximum two members out of the Assessors, Staff or Experts of the Board as permanent members or any other outside members as necessary to discharge the appeal. It would be ensured that the members had not been involved in the subject matter of the appeal.

**2.4.** The Chair of Appeals Committee may ask the appellant to present the facts in person to the appeals committee if necessary or if so desired by the appellant.

**2.5.** The appeals committee may ask any of the staff, committee or empaneled assessors for the facts to help in discharging the appeal based on facts.

**2.6.** The Appeals committee shall give its recommendation upon complaints to the Chairman of the Board for necessary action to discharge the appeal to the satisfaction of the appellant and regarding the preventive actions, if any, that must be taken to avoid such recurrences. The Chairman will give the decision on the appeal based on the recommendation by the appeals committee. The decision of the Chairman of the Board in this regard will be final. The Director shall ensure that appropriate corrective actions are initiated and taken, in case the handling of appeals indicates some issues with NSF procedure.

**2.7.** NSF will make all efforts to process / discharge the appeal within a month, unless it requires more time depending on the nature of the appeal. NSF will provide periodic updates on the progress of appeal as well as information about its outcome its to the appellant. The information / records relating to appeals would be maintained.

**2.8.** NSF will give a formal notice at the end of the appeal handling process to the appellant.

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**2.9.** NSF will ensure that investigation and decision on appeals do not result in any discriminatory actions.

## **3.0. Financing of the Complainant**

If the resolution of the Complaint or Appeal is done without undertaking any travel or additional assessment, no financing will be needed for such resolutions. If the resolution calls for undertaking travel and assessment, the cost will be borne by the defaulting party.

## **4.0. Records**

Director, Chairman or designated officer would maintain a record of all complaints and appeals received, action taken, corrective action if any, and their effectiveness. These records would be maintained for a period of 3 years.

### **Format for Complaint and Appeal**

<b>S.No.</b>	<b>Complaint Details</b>	<b>Description</b>
1.	Name of the Complainant	
2.	Full address with contact details of the Complainant	
3.	Brief details of the Complaint	
4.	Mode of Complaint Communication	Email / Letter / Telephone Communication
5.	Responsible Person from NSF to deal with Complaint	Director, Trust Member or any other Staff
6.	Supportive documents attached for complaint	
7.	Acknowledgement upon Complaint	

### **Office Note:**

1. Date of the registered Compliant:
2. Complaint status and remarks:
3. Responsible Person from NSF:
4. Time frame to close the complaint:

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