

## Complaints Policy

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AgNovate seeks to strengthen agriculture sector in Pakistan to become economically, environmentally, and socially responsible. For that purpose, it is mandatory that it has a proper grievance management policy. AgNovate values all kinds of complaints from employees, associates, clients and other stakeholders as these complaints help us to improve our services.

### Objective:

The objective of this document is to make sure that all the grievances are heard, understood, responded and resolved in as much efficient and effective manner as possible. Our complaint policy assists us in the following:

- Stakeholders become aware of our complaint policy
- The transparency of our grievance management system becomes evident
- Boost public confidence in our administrative process by making sure that the complaint is investigated impartially with a balanced view of all information or evidence
- Guidance for staff to make a complaint if and when needed

### Organizational commitment:

No.	Status at AgNovate	Commitment
1	CEO and director	All the complaints will be accessible to CEO and he/she will forward them with respect to their scope. All the complaints filed by the staff will also be handled.
2	Director finances	All the grievances regarding finance, accounting and management system
3	Director IT	All the complaints revolving around IT policies and systems

### Facilitate complaints:

AgNovate welcomes constructive criticism by:

- Making the procedure to lodge a complaint easily accessible
- Maintaining the anonymity of the complainant to save them from any adverse effect
- Filing a complaint is free of cost

## **How to submit your complaint:**

If you have dissatisfaction regarding our services or management, you can lodge a complaint by emailing us ([info@agnovate.com](mailto:info@agnovate.com))

## **Essentials for complaint**

We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details
- The name of the person you have been dealing with
- The nature of the complaint
- Details of any steps you have already taken to resolve the complaint
- Copies of any documentation which supports your complaint

## **Recording complaints**

While recording the complaints the name and contact information of the complainant is noted only to ensure the efficiency and effectiveness of the management system. Their personal details will be protected from disclosure unless there is consent to its disclosure. This record will help the company management to analyze the trends of complaints which will help in mitigation as a part of continuous improvement.

## **Feedback to complainant**

The company is obligated to resolve the issue as soon as possible. The operation can be delayed due to incomplete set of information. Although the complainant is always kept in loop about the proceedings if the process is taking too much time. Once we have finalized your complaint, we will advise you of our findings and any action we have taken. You have the right to make enquiries about the status of your complaint at any time by contacting us.

## **Monitoring of the complaint management system**

We will continually monitor our complaint management system to:

- Ensure its effectiveness
- Identify and correct deficiencies in the operation of the system.
- Monitoring may include the use of audits and complaint satisfaction surveys

## **Continuous improvement**

We are committed to improve the effectiveness and efficiency of our complaint management system. To this end, we will:

- Support the making and appropriate resolution of complaints
- Implement best practices in complaint handling

- Regularly review the complaints management system and complaint data

**Complaint management system**

