

When something goes wrong, or you have a complaint, tell us about it!

Our grievance/ Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner
- To increase staff and stakeholder satisfaction
- To use complaints constructively in the planning and improvement of our Business operations

If you have a complaint, Please use one of the following options:

- 1) Call: **+256 - 703 - 505077**
- 2) Email: **BFCSpeakout@greenresources.no**
- 3) Tell a **Supervisor/Manager**
- 4) Tell your local **Community Chair Person**
- 5) Submit a complaint **in writing** to the office, or via the suggestion boxes

What will happen next?

1. We'll send an email/call acknowledging receipt of your complaint within three business days.
2. We will then investigate your complaint. This process will normally involve our Managing Director and the department managers where your complaint originated. A written response detailing our findings should be sent within 10 working days.
3. The Human Resource Department will send a detailed written reply, including suggestions/proposals for resolving the matter within 21 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you can contact us again (using the reference number) to appeal the decision, seeking further review of the outcome.
5. We will write to you within 14 days of receiving your request for review, confirming our final position on your complaint and explaining the reason for our findings.
6. At each stage of the resolution process, we will be in touch to make sure you are aware of how your complaint has progressed.
7. If you are still not satisfied with our decision, you can visit our Head Office, 9B Kyaggwe Avenue, Jinja about your complaint.
8. Satisfactory closer of a grievance, you will be requested to provide confirmation message to management
9. This is a free and independent service which helps resolve disputes between staff, customers and communities.

You can find more information on grievance mechanism by contacting BFCSpeakout@greenresources.no or speakout@greenresources.no

GRIEVANCE FLOWCHART

