

<b>Title:</b>	Complaints Resolution Procedure		
<b>Department:</b>	HR/Corporate	<b>Document No:</b>	ECC-POL-COR-006 Rev 0
<b>Author:</b>	Santosh Prabha	<b>Approval Date:</b>	February 29 <sup>th</sup> , 2024
<b>Approved by:</b>	Zulf Karim	<b>Effective Date:</b>	March 14 <sup>th</sup> , 2024

## 1.0 Purpose

At Eccomelt, we are committed to providing excellent service and maintaining strong relationships with our customers, employees, suppliers, and other stakeholders. We recognize that from time to time, concerns or complaints may arise, and we are dedicated to resolving them promptly and effectively. This procedure outlines the process for addressing complaints in a fair, transparent, and respectful manner.

## 2.0 Scope

This scope of this procedure is applicable to all complaints received from customers, employees, suppliers, or other stakeholders regarding our products, services, policies, or conduct.

## 3.0 Responsibilities

- 3.1 Chief Operating Officer (COO)** – Responsible for final document approval & compliance
- 3.2 Author** – Qualified subject matter expert creating and issuing this document, as designated by the COO.
- 3.3 Executive Management** – Responsible for handling concerns or grievances received from customers, business partners and/or other external stakeholders.
- 3.4 Plant Management** – Responsible for handling concerns or grievances received from employees, and/or contracted service providers.
- 3.5 All Eccomelt Employees** – Understand their rights and responsibilities follow the steps in the procedure for lodging any complaints.
- 3.6 External Stakeholders** – Follow the steps in the procedure for lodging all concerns or complaints.

## 4.0 Procedure Principles

This procedure has been developed by adopting the following principles -

- **Legitimate:** Prepared to be trusted by all parties concerned.
- **Accessibility:** This procedure is accessible to all internal and external stakeholders and provide multiple channels for lodging complaints.
- **Predictable:** This procedure is straightforward, consistent, and reliable.

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- **Equitable:** Allow all parties reasonable access to information, advice, and expertise when necessary and treat all complaints with impartiality and fairness, regardless of the identity or status of the complainant.
- **Transparent:** The procedure has been prepared to be clear and transparent about our complaints process, including, but not limited to expected timelines and outcomes.
- **Rights-compatible:** Remedies derived from this process are compliant with all Human Right laws.
- **Continuous Improvement:** Use feedback from complaints to identify opportunities for improvement and enhance the quality of our products, services, and operations.
- **Engagement and Dialogue:** Focus on reaching agreed solutions through dialogue and where adjudication is required, a legitimate, independent third-party mechanism shall be utilized.

## 5.0 Procedure

Our complaints resolution process typically follows these steps:

### 5.1 Raising a Complaint

5.1.1 Complaints can be lodged through various channels –

- For employee and service provider complaints – In Person with Plant Management or email at [hr@eccomelt.com](mailto:hr@eccomelt.com).
- Further, employees can also raise their concerns by filling out the employee recommendation form QMF-00-10-009 and submitting with the local QA Engineer.
- For Customer queries and concerns – By phone or email to the Sales Director
- For Supplier queries or concerns – By phone or email to the Purchasing Director
- For all other queries or concerns – Email at [administration@eccomelt.com](mailto:administration@eccomelt.com).

5.1.2 We encourage complainants to provide as much detail as possible about their concerns, including relevant documentation or evidence.

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## 5.2 Acknowledgment & Resolution:

- 5.2.1 Complaints that are in-person, received from Employees and service providers shall be acknowledged by the Plant Management at the time when the complaint is made.
- 5.2.2 Customer and Supplier complaints shall be acknowledged by the appropriate department managers promptly within 24 hours and Eccomelt Corrective Action mechanism shall be deployed.
- 5.2.3 All other complaints received via email at [administration@eccomelt.com](mailto:administration@eccomelt.com) or [hr@eccomelt.com](mailto:hr@eccomelt.com) shall be acknowledged promptly, usually within 2-3 business days, and an overview of the resolution process shall be provided.

## 5.3 Investigation:

- 5.3.1 Company will investigate the complaints thoroughly and impartially, gathering relevant information and consulting with relevant stakeholders as needed.
- 5.3.2 Strict Confidentiality shall be maintained during the investigation process to prevent any incident of harassment or discrimination towards directed at the complainant.
- 5.3.3 Employees are expected to inform Plant Management of any incident of harassment or discrimination directed at, or observed by them, and to cooperate in any investigation related to workplace harassment and/or discrimination.

## 5.4 Resolution:

- 5.4.1 A resolution shall be proposed upon completion of the investigation.
- 5.4.2 A complaint requiring Corrective Action Mechanism will follow the steps listed in QMS-00-10-001 Improvement procedure for achieving the resolution.

## 5.5 Communication:

- 5.5.1 Communication of the resolution shall be done through the same channels in which the complaint was received.
- 5.5.2 We will communicate the outcome of the complaint to the complainant in a timely and transparent manner, providing reasons for our decision and any next steps.

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## 5.6 Follow-Up:

- 5.6.1 We will follow up with the complainant to ensure that they are satisfied with the resolution and address any remaining concerns or questions.
- 5.6.2 Eccomelt Employees are also encouraged and have the right to contact their immediate supervisor and/or the corporate management anonymously if the concerns have not been resolved.

## 5.7 Review and Feedback

- 5.7.1 This procedure shall be periodically reviewed to assess the complaints resolution mechanism and its effectiveness and identify opportunities for improvement.
- 5.7.2 Feedback from complainants and stakeholders on their experience with our complaints process shall be welcomed and used as positive feedback to enhance our procedures and practices.

## 6.0 References

- 6.1 QMS-00-10-001 Improvement
- 6.2 QMF-00-10-009 Recommendation Form

## 7.0 Revision & Approval

Rev Level	Change	Date	Initiator
0	Initial Release titled as ' <b>Complaints Resolution Procedure</b> ' with Document number <b>ECC-POL-COR-005</b>	02/29/2024	Santosh Prabha
0	Reviewed and approved	02/29/2024	Zulf Karim