



Ref: P03
Date: January 2024
Version: 01
Classification: Confidential
Effective Date: January 8, 2024

Compliant and Grievance Procedure

1. Submission:

- **Timeframe:** You may submit a grievance through our website within 30 calendar days of the incident or issue you wish to report.
- **Submission of Email:** Please send your compliant or grievance to Mustapha Rahman, Director of Operations via mrahman@yuteesservices.com.

2. Acknowledgment:

- **Timeframe:** Upon receiving your grievance, we will acknowledge receipt within 2 business days.

3. Initial Review:

- **Timeframe:** An initial review of your grievance will be conducted within 10 business days of acknowledgment.
- **Outcome:** We will notify you of our decision to proceed with an investigation or provide a clear explanation if we are unable to pursue further action.

4. Investigation:

- **Timeframe:** If an investigation is initiated, it will be completed within 30-60 calendar days from the date of the initial review.
- **Interim Updates:** If the investigation extends beyond 30 days, we will provide interim updates every 15 calendar days until a final decision is reached.

5. Decision and Outcome:

- **Timeframe:** Once the investigation is completed, we will communicate our decision and provide the outcome within 15 business days.
- **Appeal:** If you are not satisfied with the decision, you may file an appeal within 15 calendar days of receiving the decision.

Review and Update:

We regularly review and update our Compliant and Grievance Process to ensure its effectiveness. Any updates will be published on our website.