



ISO 9001:2008 CERTIFIED

NYAYO TEA ZONES DEVELOPMENT CORPORATION

STAFF AND CUSTOMER COMPLAINTS RESOLUTION PROCEDURE & GUIDELINES

Introduction

NTZDC strives to enhance its employee and customer satisfaction by creating an environment that is open to feedback including compliments, suggestions and genuine complaints. The Corporation undertakes to resolve all genuine complaints received from customers and members of staff in a bid to enhance and improve on the organization's staff welfare.

Therefore, customers and staff are encouraged to give their feedback in form of suggestions, compliments or complaints to the management through any of the provided media, i.e. verbally, via telephone or in person; in writing (letter, email or feedback on NTZDC website); or use of the Suggestion Box. Alternatively, staff can reach the Complaints Resolution Committee directly in writing or via the email: complaints@teazones.co.ke.

Staff Complaints Reporting Procedure

NTZDC staff are advised to adhere to the following procedure when providing feedback e.g. a compliment or a suggestion or lodging a complaint.

Step 1

Raise the complaint with your line manager, i.e. the HOD's, Area Managers or Zone Managers. The line managers are expected to resolve most of the complaints raised within their business units.

Step 2

If the complaint remains unresolved by the line manager, the staff member is encouraged to escalate the complaint to the Human Resource & Administration Manager who is in charge of staff welfare.

Step 3

Staff whose complaints are unresolved in Step 2 above are advised to formally lodge their complaints with the NTZDC Complaints Resolution Committee which will then process the complaint by contacting the relevant department(s) for resolution of the complaint.

Step 4

In the event that the complaint is unresolved at the third stage, the staff member can contact the Managing Director for further direction on resolution of his/her complaint.

Step 5

Alternatively, staff can reach the Complaints Resolution Committee directly via the email: complaints@teazones.co.ke for resolution of their complaints.

NTZDC Complaints Handling Procedure (For both Internal and External Complaints)

Step 1

Once a complaint has been lodged, it shall be recorded and acknowledgement of receipt will be communicated to the complainant within three days.

Step 2

Investigation on the complaint shall then be conducted to establish its authenticity and identify the root cause done.

Step 3

Once the above is established, action will be taken to resolve the complaint.

Step 4

The complainant will then be informed of the action taken and acknowledgement sought on whether he/she is satisfied with it.

Step 5

If the complainant is not satisfied, the complaint will be escalated to the next step until it is resolved.

Complaints Excluded from this Guideline

1. Issues in the complaint that are subject to legal action (Cause of Action in law). If a complaint has already been initiated under the statutory procedures then the process should be suspended until the final outcome of the legal action.
2. If the complaint involves allegations of a serious nature, e.g. allegations against staff of a serious nature, for example professional incompetence, corruption, sexual harassment or criminal behaviour. In such a case, the relevant statutes under the law take effect.
3. If the complaint is a staff grievance. All Staff Grievances must be submitted to the Human Resource & Administration Manager or Human Resource Officer using the right procedures.
4. If the complaint is beyond the scope of NTZDC.