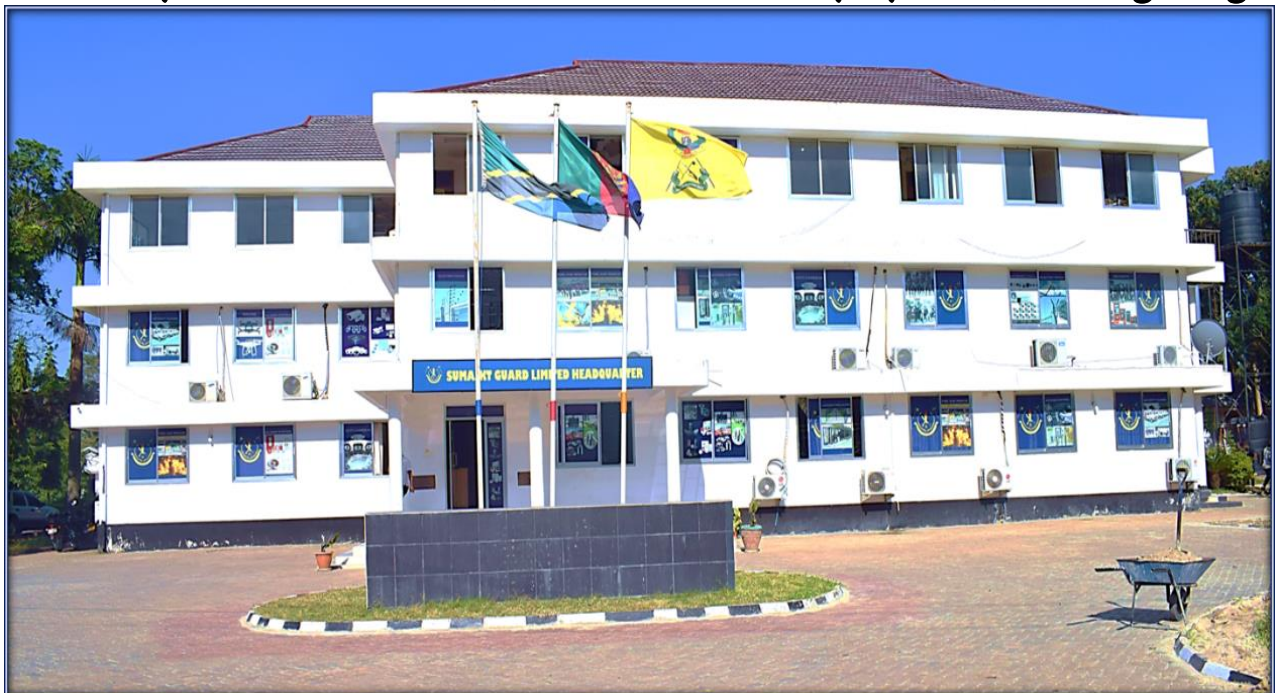




SUMAJKT GUARD LTD

SGL/MKT/POL/01 Grievance Mechanism Policy

Security Guard & Canine, Electronic Security System, Fire Fighting



SUMAJKT GUARD LIMITED P.O BOX 1694, DAR ES SALAAM, MLALAKUWA (KAWE) – MWAI KIBAKI ROAD Tel: +255 22 2780588. Fax: + 255 22 2780048 / 2780715, Mobile 0734 077 700, Email; info@sumajktguard.co.tz or sumajktguard@gmail.com. Website: www.sumajktguard.co.tz.

SUMAJKT GUARD LIMITED HANDLING CUSTOMER COMPLAINT'S POLICY



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1. DEFINITIONS

a. Grievance Mechanism

Is a framework for addressing grievance or complaints.

b. Complaint

Is an allegation of improper or illegal conduct which has accrued (or is about to occur) its linked to the company or its personnel.

2. OBJECTIVES OF THE POLICY

SUMAJKT Guard Limited company comply with the requirement of international code of conduct (the code). Basing on the following grievance mechanism objectives; -

- (1) It can solve complaints and provide effective remedies for harms.
- (2) It can help identify areas where performance should be improved.
- (3) It takes reasonable steps actively for non-occurrence of any harm.

3. KEY ELEMENTS OF GRIEVANCE MECHANISM

SUMAJKT Guard Limited on solving or dealing with grievance mechanism has analyzed the following key elements; -

a. Accessibility

The company allow the people who has complaint to have a direct contact to responsible personnel and the language used



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shall be both (English and Swahili). And keep confidentiality on that information, can communicate through the following;

- i. By contact us on: +255 734 077 700.
- ii. By writing to: Managing Director, SUMAJKT Guard Ltd, P.O Box 1694 Dar es Salaam.
- iii. By emailing us through info@sumajktguard.co.tz

b. Open

The Grievance mechanism is not open only to staff and clients but also to the third parties in the local community who has affected by the company activities/services are allowed to lodge their complaints direct to the company.

c. Safe and fair

The Grievance mechanism protect confidentiality for both parties and SUMAJKT Guard accept and recognize that the complaints can be given with anonymous and the other party can have the same right to do so. However, sometimes this may lead to delay of procedure.

d) Protection against retaliation

SUMAJKT Guard Ltd will always protect the person who report wrong doings and will make sure they are protected against any retaliation for making such report whether direct or indirect.



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THE PROCESS OF RECEIVING INFORMATION

The process of receiving the information about the complaint are as follow:

- c. By letter
- d. By E-Mail
- e. By Direct Contact via Phone Number
- f. Though company website

4. RECORDING OF COMPLAINTS

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the causes of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint .

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectify the action taken to mitigate any identified.

If you lodge a complaint, we will record your personal information solely for the purposes of addressing your complaint. Your personal



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details will actively be protected from disclosure, unless you expressly consent to its disclosure.

Where a third party was involved in your services, we may be required to speak with them for further investigation of your complaint.

5. Feedback to Customer's

SUMAJKT Guard Ltd is committed to solve the complaint immediately after receiving the information however in some circumstances it need some process to be followed in each case.

On receipt of your complaint within three (3) working days. Once the complaint has been received an initial review of your complaint shall be made and it require a person who complain to give his/her details such as;-

- a. Full name and contact details,
- b. The name of the person you have dealing with.
- c. The nature of the complaint.
- d. Details of any steps you have taken to solve the compliant.
- e. Details of conversations you may have with us that may be relevant to your complaint.
- f. Copies of any documents which may supports your complaint.



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We are committed to solve your complaint within 10 working days after lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to solve your complaint within 10 working days, we will inform you of the reason for the delay and specify a date to finalize your complaints.

6. Complaints under Investigation by a Regulator or Law Enforcement Agency

If your complaint is currently being investigated by a relevant state or territory protection regulator or law enforcement agency, we may cease to take further action in relation to your complaint pending finalization of their investigation. We will assist any agency with their investigations.

7. Remedies

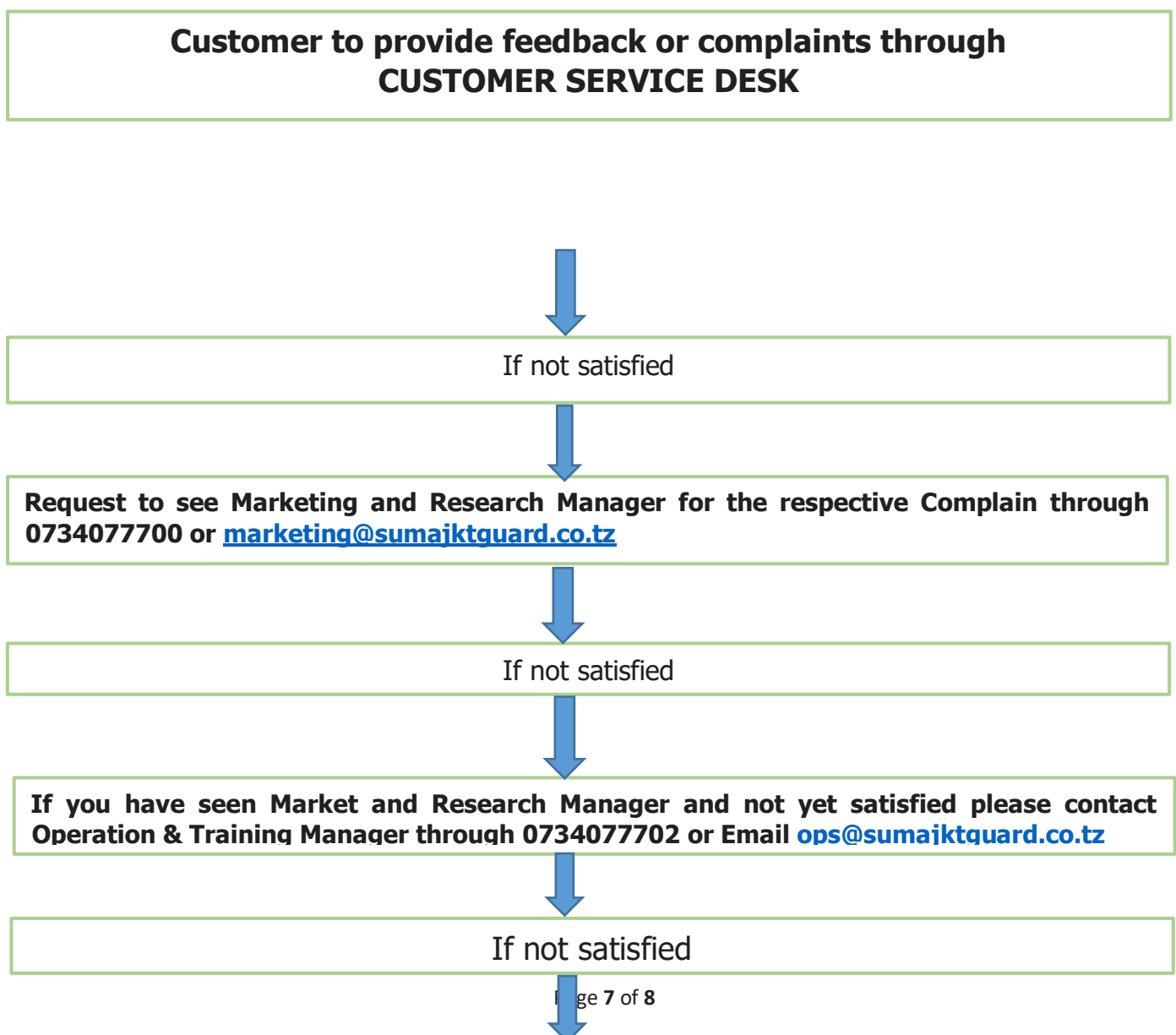
Where Remedies needed, should be provided. These can be by apologies, Guarantees of non-reoccurrences, payment of compensation, disciplinary procedures, termination of contracts. If a company has violated an individual rights, then this must be remedy. Remedies must be compatible with Human rights and should not infringe the rights of others who are affected by a particular outcome.



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9. Our Complaint Escalation Process

A diagram of our Complaints Escalation Tiers can be found below.





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You can lodge a complaint by filling a form upon dissatisfaction through www.sumajktguard.co.tz or 0734077701 submit to SUMAJKT Guard Ltd Head Quarter by hand/post/electronic mail sumajktguard@gmail.com or info@sumajktguard.co.tz fax no. 2780048 or 2780715. Complaints submitted by hand or post shall bear the following address, Managing Director, SUMAJKT Guard Ltd, P.o Box 1694 Dar es Salaam.

10. Your rights under Consumer law

You reserve the right to refer your complaint to your relevant federal, state or territory consumer protection agency at any time.