

# Complaints and Feedback Handling Policy

## INTRODUCTION

At E-DATA, we value open and transparent communication with our employees, contractors, clients, and stakeholders. This Complaints and Feedback Handling Policy outlines our commitment to providing an effective and structured process for handling complaints and feedback. We aim to address concerns promptly, improve our operations, and maintain a positive working environment.

## PRINCIPLES

- **Accessibility:** We provide accessible channels for submitting complaints and feedback, ensuring that individuals can easily voice their concerns.
- **Fairness:** We treat all complaints and feedback with fairness, impartiality, and respect, regardless of the source.
- **Confidentiality:** We maintain the confidentiality of individuals who submit complaints and feedback to the extent permitted by law.
- **Transparency:** We are transparent about our complaint and feedback handling procedures, providing clear information on what individuals can expect.

## COMPLAINTS AND FEEDBACK CHANNELS

- **Internal Complaints:** Employees and contractors may submit complaints and feedback through internal channels, such as supervisors, managers, or designated human resources personnel.
- **External Complaints:** Clients and stakeholders may submit complaints and feedback through designated contacts, emails or through our official website: [www.edataresearch.com](http://www.edataresearch.com)

## SUBMISSION PROCESS

- **Formal Complaints:** Formal complaints must be submitted in writing and include specific details of the issue, relevant evidence, and contact information.
- **Informal Feedback:** Informal feedback may be submitted through various channels, including meetings, phone calls, and designated suggestion boxes.

## ACKNOWLEDGMENT AND RESPONSE

- **Acknowledgment:** Upon receiving a complaint or feedback, we provide an acknowledgment to the individual within a specified timeframe.
- **Response:** We conduct a thorough investigation, where necessary, and provide a response within a reasonable timeframe.

## RESOLUTION AND FOLLOW-UP

- **Resolution:** We work to resolve complaints and address concerns to the satisfaction of the individual, where possible.



- **Follow-Up:** After resolution, we follow up with the individual to ensure that they are satisfied with the outcome.

## ESCALATION

- If the individual is not satisfied with the response or resolution, they may request that the matter be escalated to a higher level within the company.

## RECORDS KEEPING

- We maintain records of all complaints and feedback, including their resolution, for a designated period.

## CONTINUOUS IMPROVEMENT

- We analyze trends and common themes from complaints and feedback to identify opportunities for process improvement and organizational development.

## RESPONSIBILITY

- All employees, contractors, and stakeholders are responsible for understanding and adhering to this policy.
- E-DATA will designate a Complaints and Feedback Handling focal point responsible for implementing, monitoring, and ensuring compliance with this policy.

## REVIEW AND CONTINUOUS IMPROVEMENT

We periodically review and update this policy to ensure its ongoing relevance and effectiveness, making adjustments as necessary to meet changing circumstances and requirements.

## CONCLUSION

This Complaints and Feedback Handling Policy reflects our commitment to promoting open communication, transparency, and responsiveness within E-DATA. It is the responsibility of every member of our company to adhere to this policy and uphold the principles and procedures outlined herein.

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