



SHEQ

Complaints Management Policy Statement

- Development, implementation and improvement of a complaints handling system that complies with the latest relevant international guidelines ISO 10002:2014.
- Ensure that our feedback handling process is accessible and responsive to all people who approach us with feedback or complaints,
- Provide our clients with information about the complaint handling process and possible ways to provide feedback, while protecting the identity of the complainants where this is practical and appropriate.
- Address each complaint with integrity and in an equitable, objective and unbiased manner. Complaint is investigated impartially with a balanced view of all available information and evidences.
- Identify and allocate the resources needed for an effective and an efficient complaint handling process throughout the receipt, acknowledgment, assessment and resolution stages;
- Promote a customer focused culture throughout the company and empower our Staff to resolve complaints promptly as relevant to their role and responsibilities, whenever needed, top management is involved for any significant complaints.
- Ensure that our complaint handling system is open to scrutiny by clients, company auditors and risk management staff, or another reviewing body. There are regular audits of the complaints handling system and appropriate action plans formulated accordingly to address any deficiencies.
- In the aim of achieving continual improvement, the complaints-handling process is periodically reviewed to ensure that it is effectively and efficiently maintained and improved. The performance of the Complaint Handling System will determine the success of our customer focus approach, and AVERDA encourages all employees and business partners to cooperate in the realization of this policy.

Mohammad Merashly
Delivery Director

