



Complaints Handling Policy

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Based on Work Template B, 2022
Management Document
Tayyab Trust USA



Overview

NAAS Welfare Foundation Inc. is a registered 501(c)(3) nonprofit organization in USA (Tax ID: 47-5008669), DBA Tayyab Trust USA, with multiple social programs focusing on projects related to affordable healthcare, water/WASH, food security, poverty alleviation, general welfare, etc. Our mission is to empower individuals to rise out of poverty through relief and development. Equipped with 15 years of experience led by a global network of charity sector professionals, Tayyab Trust USA has uniquely crafted expertise in impact driven project management creating significant sustainable change through the use of innovative technologies, digital management tools, and community based solutions. We have partnered with various renowned national and international humanitarian organizations to assist in project development and implementation within Asia, Africa, and Americas. The organization also manages a 30-bedded hospital, Tayyab Hospital in India, with extended primary healthcare facilities nationwide. Together, we believe that our vision to beat poverty can be achieved, and we continue to strive to reach that goal through the advancement of emergency relief and human development work globally.

We take fraud and corruption practices very seriously and have internal organizational policies to prevent such dangers from occurrence. All our policies are established on the basis of zero-tolerance with strict timely action taken against those who fail to follow the policies established. Additionally, we are committed to ensure compliance with local government regulations and keep high standards for transparency and accountability. This document will explain the purpose, scope, and statement in regard to the complaints handling policy.

Policy Purpose

This policy is created to describe the importance of complaints handling practices, define the organizations steps and actions to address it, and designate the appropriate procedures and activities among the board and staff in response to if needed. The information mentioned in this policy frames the overall aim of the policy and any related information from this policy may also be found in other policies and procedures enforced within the organization.

Policy Scope

This policy applies to all organization members, representatives, contractors as well as extended project staff and official volunteers. The term of this policy is for three years starting January 2025 with the next review date set for January 2028. The organization may choose to revise and renew this policy prior to the next review date upon unanimous decision from the board. All policies are maintained and recorded by the organization's board and any changes in the policies must be with the authorization and approval of the board in writing.



Policy Statement

We take complaints and feedback very seriously and recognize that both internal and external complaints can be filed. This policy establishes a fair complaints process which includes a complaint submission, review, investigation, and decision stage to evaluate the complaint comprehensively and arrive at a conclusive result and action based on evidence. Each complaint is documented, and we aim to maintain a high level of transparency and accountability at all times. Complaints can be received internally (within the organization) and external (on the field). The complaints process is meant to facilitate easy communication for all complaints and provide decisive steps to resolve any claims. Outside legal assistance can be appointed where needed.

To file a complaint, the complaints form can be submitted (annex I). The complaints form includes information regarding the type of complaint, whether it is based on the observance of a fraudulent activity or a project delivery complaint or other. It also includes the date the issue occurred, the location where it happened, and the parties involved in the situation. Detailed information is requested from the submitter to gain as much information as possible. We take personal privacy seriously and understand that it might be uncomfortable to share any sensitive information, therefore, we request honesty and integrity principles to be followed. If any information regarding the incident is shared prior to the submission of the complaints form, we request the submitter to disclose the information shared and the person/organization the information was shared with. All complaint forms are confidential and only to be reviewed by the board.

The complaints process is structured in four stages. The first stage is the submission stage where the complaints form is submitted to the organization. Submission can be done online through email or in-person at the headquarters or field office. All complaints received at this stage will move on to the next stage of review as per the date they were received. When on the field for projects, beneficiaries are notified of the complaints process as well and contact information is shared with them in order for any feedback or complaint to be recognized and received. At the review stage, the board will examine the complaint submitted and decide to either take action immediately for resolution or move the complaint to the next stage of investigation. The review process may take 1-2 weeks and in case of any urgent complaints, it is recommended to notify the organization of the emergency nature of the complaint during the submission process. In the third stage of investigation, the organization may choose to evaluate the situation, personnel involved, and request for any supporting documents. Investigations may be done individually or as a group based upon the complaint filed and full cooperation is expected from all related parties. The investigation process may take 2-3 weeks or longer. After evaluating the information in the investigation stage, the final decision stage will include a final report to be generated and reported, which includes the action to be done in response to the complaint. This will conclude the complaints process.

Tayyab Trust USA is registered with the Internal Revenue Service (IRS). Public reports for the organization may also be found on their website.



Annexure I – Complaints Form

COMPLAINTS FORM

CONFIDENTIAL

Date Submitted:

Submitted By:

Type of Complaint:	<input type="checkbox"/> <u>Fraudulent Activity Observed</u> <input type="checkbox"/> Money Laundering <input type="checkbox"/> Bribery <input type="checkbox"/> Harassment <input type="checkbox"/> Sexual Exploitation <input type="checkbox"/> Discrimination <input type="checkbox"/> Other
	<input type="checkbox"/> <u>Project Delivery Complaint</u> <input type="checkbox"/> Misrepresentation <input type="checkbox"/> Funds Misuse <input type="checkbox"/> Misbehavior <input type="checkbox"/> False Reporting <input type="checkbox"/> Personal Threat <input type="checkbox"/> Other
	<input type="checkbox"/> Other _____ _____ _____
Date of Event:	
Location of Event:	
Parties Involved:	Please name the parties involved in this complaint. _____ _____ _____ _____ _____ _____

Complaint Description:	<p>Please describe your complaint in detail with specific information.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Information Shared:	<p>Has any information related to the complaint been shared with anyone else?</p> <p style="text-align: center;"><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, who was this information shared with and for what reason?</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
Other Information:	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>