

**COMPLAINT &  
DISPUTE  
RESOLUTION  
POLICY**

**UCA**

**unitedchicks  
association**

# COMPLAINT & DISPUTE RESOLUTION POLICY

## 1. PURPOSE

The Complaint and Dispute Resolution Policy outlines the process for addressing complaints and resolving disputes within the United Chicks Association (UCA). This policy aims to provide a fair, transparent, and timely mechanism for stakeholders to voice concerns and seek resolution in accordance with UCA's values and principles.

## 2. GUIDELINES

### 2.1 Submission of Complaints

- **Written Submission:** Individuals must submit their complaints in writing to UCA's designated contact person or committee, clearly outlining the nature of the complaint, relevant details, and desired outcome.
- **Anonymous Complaints:** Anonymous complaints will be reviewed at the discretion of UCA's leadership, with consideration given to the nature and severity of the complaint.

### 2.2 Review and Investigation

- **Designated Committee:** UCA will appoint a designated committee or panel responsible for reviewing and investigating complaints impartially and objectively.
- **Timely Response:** The committee will acknowledge receipt of the complaint promptly and initiate an investigation in a timely manner, respecting the confidentiality of all parties involved.

### 2.3 Dispute Resolution Process

- **Fair and Impartial:** The dispute resolution process will be conducted in a fair, impartial, and respectful manner, providing all parties with an opportunity to present their perspectives and evidence.
- **Mediation:** Where appropriate, mediation may be offered as a voluntary and confidential process to facilitate resolution between parties involved in the dispute.
- **Decision Making:** The committee will reach a decision based on the findings of the investigation, taking into account relevant facts, policies, and applicable laws.

### 2.4 Communication of Outcomes

- **Notification:** UCA will communicate the outcomes of the complaint or dispute resolution process to the complainant and any other relevant parties in a timely manner.
- **Reasons for Decision:** The decision will include clear reasons for the outcome reached, providing transparency and ensuring understanding of the resolution.

### 2.5 Appeals Process

- **Appeal Mechanism:** If either party is dissatisfied with the outcome, they may request an appeal within a specified timeframe, detailing the grounds for appeal and any additional evidence to be considered.
- **Appeals Committee:** An appeals committee, separate from the original committee, will review the appeal and make a final determination based on the merits of the case.

### 3. IMPLEMENTATION AND REVIEW

- Communication: UCA will inform all stakeholders, including members, staff, volunteers, and beneficiaries, about the Complaint and Dispute Resolution Policy and the procedures for submitting complaints and seeking resolution.
- **Evaluation: This policy will be reviewed periodically by UCA's board of directors or a designated committee to assess its effectiveness, responsiveness to stakeholder needs, and alignment with UCA's values and regulatory requirements.**

### 4. ACKNOWLEDGMENT

By adopting the Complaint and Dispute Resolution Policy, UCA demonstrates its commitment to fostering a respectful and accountable organisational culture, promoting transparency in decision-making, and providing a mechanism for fair resolution of disputes in accordance with established principles and procedures.

### 5. CONCLUSION

This policy provides a structured framework for handling complaints and resolving disputes within UCA, ensuring that all stakeholders have access to a fair and transparent process for addressing concerns and seeking resolution in a timely manner.

