



SAAZ POLICY

Conflict Resolution

Abstract

Addressing conflict resolution when a complaint related to professional services is received from a SAAZ client.

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Purpose:

This policy outlines the process for handling complaints related to professional services delivered by our organization. The goal is to ensure that complaints are addressed fairly, efficiently, and in a way that meets the needs of our clients.

Scope:

This policy applies to all complaints related to professional services delivered by our organization.

Procedure:

1. Complaint Procedure:

Clients who complain about professional services delivered by our organization can lodge their complaints through our designated complaint process. This process should be communicated to clients through multiple channels, such as on our website, email, phone, or in person.

2. Complaint Handling Process:

Once a complaint is received, we will investigate and resolve it quickly. Our aim is to address complaints within 14 days of receipt. If this is not possible, we will provide the client with regular updates on the status of their complaint.

3. Investigation:

We will investigate the complaint by reviewing all relevant documentation, speaking with the appropriate personnel and stakeholders involved, and seeking feedback from the client.

4. Resolution:

Once the investigation is complete, we will provide the client with a resolution. This may include an apology, explanation, correction, or compensation. The resolution will be based on the facts of the complaint and the client's needs.

5. Review:

We will review all complaints and resolutions to identify trends or improvement areas. In addition, we will take appropriate action to address any issues identified.

6. Confidentiality:

All complaints and the information collected during the complaint-handling process will be treated confidentially. However, only those personnel involved in the complaint-handling process will have access to the report.

7. Continuous Improvement:

We will continuously improve our complaint-handling process to ensure that it is effective and meets the needs of our clients. This includes regularly reviewing and updating our procedures and training our personnel.

Conclusion:

Our organization is committed to addressing complaints related to professional services fairly and efficiently. We will work with our clients to resolve complaints and use feedback to improve our services.