

# Grievance Process

- Third Party records via the Grievance website
- Third Party Receives the Report number and followup guidelines once he complete recording the Grievance.

## Recieve Grievance



- HSA Grievance Coordinator receives and Record grievance in Grievance Website if received by any other way.

## grievance regestration & aknowlegment



- HSA Grievance Coordinator Assess Type of grievance and Send to the relevant bussiness Contact/ department representative .

## internal Communication of grievance



- Department representative assigned to investigate the grievance.
- IF required Department representative places queries or necessary info required for investigation from 3rd party on the website (if possible)
- 3rd party provide the required input on the website within 6 working days from report assignment
- Department representative receives info and conduct investigation with required closure in the specified time frame (2 weeks from providing the requested input)

## investigation in process



- Department representative places feedback on the website with the investigation outcome (if possible)
- Feedback should be provided in arabic - mother language.

## feed back with investigation outcome



- Third party reporter should followup on the feedback/outcome within the specified timeline communicated through the report
- Third party reporter can provide his/her response to the feedback using the same website (either follow up communication or chat) with he is satisfied or not.
- If third party reporter was satisfied then the report captured as resolved/closed.

## resolvig grievance



- If third party reporter wasn't reply to the chat or communications within the specified timeline communicated through the report, then case would be recorded as closed.
- If reporter is not satisfied with the outcome of investigation, the grievance will be captured as "In Process" in the grievance register.
- Escalation again to management/ department representative responsible for the business unit.

## un resolved grievances



- a committee from independant departments to review the grievance, investigation, closure process.
- mediation efforts from the committee to make the reporter satisfied with the suggested results.
- the grievance captured as resolved/ closed.

## independat mediation/ facilitation committee

