

SANITAP GRIEVANCE POLICY AND PROCESS

SaniTap is committed to providing a fair and transparent grievance process for all our employees, stakeholders, and beneficiaries. It is committed to the open, transparent and fair resolution of all allegations and complaints received against its work, its personnel or against the organisation itself. Any employee, stakeholder or beneficiary who has evidence of wrongdoing is strongly encouraged to file a grievance with the company.

Raising and resolving grievances

We recognize that grievances may arise from time to time and that they need to be handled promptly, confidentially, and effectively. This policy outlines the process for raising and resolving grievances and the roles and responsibilities of all parties involved.

Confidentiality and Non-Retaliation: All grievances raised by stakeholders and beneficiaries will be handled confidentially, and any retaliation against a stakeholder or beneficiary who raises a grievance will not be tolerated. We encourage all parties to raise grievances without fear of retaliation, and any instances of retaliation by any employee of SaniTap will be subject to disciplinary action.

Documentation: All grievances, including their resolution, will be documented electronically and retained for at least three years. Access to these records will be limited to the SaniTap Grievance Officer, relevant management personnel, and legal and compliance staff.

Communication Methods: We understand that grievances may be communicated in various ways and not necessarily digitally, for example by phone or face to face. These grievances will be treated equally and following the same process and will be documented electronically. We will ensure that the process for raising and resolving grievances is communicated to employees, stakeholders and beneficiaries in a way that is clear and accessible.

The Grievance Process

Raising a Grievance: Stakeholders and beneficiaries may raise a grievance by contacting the SaniTap Grievance Officer via email, phone, or in-person. The grievance should be detailed and specific, including the date, time, and location of the incident, the parties involved, and the nature of the grievance. Examples of supporting evidence may include correspondence, such as emails or letters, research studies, or letters of support from other stakeholders.

Acknowledgment of Grievance: The SaniTap Grievance Officer will acknowledge receipt of the grievance within three business days and schedule a meeting/call with the employee, stakeholder or beneficiary to discuss the issue.

Investigation: The Grievance Officer will conduct a desk review to determine the extent of the alleged breach of SaniTap's policies and procedures.

If the grievance officer determines, in their sole discretion, that an investigation is required, then they will produce a written investigation plan. The investigation plan will include, but not be limited to, the scope of the investigation, a list of potential other stakeholders to be queried, and the timeline for resolution.

The Grievance Officer will conduct a thorough investigation into the grievance, including interviewing any relevant parties and reviewing any relevant documentation. The investigation will normally be completed within thirty business days of receiving the grievance.

Decision: After completing the investigation, the Grievance Officer will provide the employee, stakeholder or beneficiary with a written decision regarding the grievance. The decision will include any actions to be taken and the rationale behind the decision. The decision will be provided within five business days of completing the investigation.

Appeal: If the employee, stakeholder or beneficiary is not satisfied with the decision, they may choose to appeal the decision to the next level of management/other company directors. The appeal must be submitted in writing within five business days of receiving the decision. The next level of management/other director will conduct a review of the decision and provide a written response within ten business days of receiving the appeal.

Filing a Grievance

To file a grievance, stakeholders and beneficiaries should submit an email/ digitally submitted written letter (eg pdf, photo) to the SaniTap Grievance Officer.

The letter should include the following information: -

- Name, organization, and contact details (email and telephone) of the employee, stakeholder or beneficiary
- Details of the grievance including:
 - Timing of grievance/complaint
 - Nature of grievance and perceived impact
 - Supporting evidence and documentation
 - Examples of supporting evidence may include correspondence such as emails or letters, research studies, or letters of support from other stakeholders.
- Declaration of any potential or perceived conflict of interest
- Any request for confidentiality/anonymity of complainant - with reasons
- Declaration that information being provided is true, accurate, and made in good faith.

SaniTap Grievance Officer

Grievance letters should be addressed to the SaniTap Grievance Officer and sent by registered post or via email to confidential_grievance@sanitap.org with the subject line 'Grievance Submission to SaniTap.'

The current SaniTap Grievance Officer is:- Mr Andrew Tanswell. Director.
In the event a grievance is held against the current Grievance Officer, the complainant may, in full confidentiality, contact a different SaniTap director.