Grievance Redressal Mechanism

Trustea Sustainable Tea Foundation

For feedback, further information, and suggestions please write under the tab “Trustea code related” in the link https://www.trusteacms.in/feedback

1. Scope

The scope of this document is to define the procedure for the redressal of grievances received by trustea Sustainable Tea Foundation

2. Procedure:

The grievance/ feedback tab is available on the trustea website through the link https://www.trusteacms.in/feedback. The grievances are logged into the trustea Code Management System Portal with the defined resolution mechanism as below:

a. After submission of feedback/grievance, it goes to [User - trustea] and the applicant will get an auto-generated mail as acknowledgment with the resolution time which is committed as 10 days. The complaint will be forwarded by the system to the concerned person with a unique grievance number.

b. Status is saved as Pending in the system and autogenerated reminders are sent to trustea

c. [User - trustea] verifies the submitted feedback/grievance followed by a reply from trustea user

d. If replied, the applicant will get an auto-generated email from trustea. Status updated to Replied.

e. Until the response is made by trustea autogenerated reminders will come to the concerned person in trustea.

f. If additional information is required trustea will reply through the portal with the request for further information keeping the status as “In Process”.

g. After resolution applicant will get an email with the details of the resolution and the status in the system will be updated to “Resolved”

h. If any grievance requires additional information id order to resolve then trustea will send follow-up e-mails twice beginning the 10th day of the receipt in a month following the request and if the required information is not received then trustea will close the grievance with a notification to the party after 30 days of the last follow-up.

i. The mail with the first-level resolution will also have the specific contact details for escalation to the director at bhuyan@trustea.org in case the applicant is not satisfied with the time taken or the resolution.

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3. Tracking and Management:
   a. The entire resolution log is available in tCMS for management review and corrective actions if any.
   b. The resolution process will be reviewed once a year during the internal audit for Quality Management System (ISO 9001)

https://trustea.org/guidelines/

Please navigate to the document titled “Grievance Redressal Policy”

<table>
<thead>
<tr>
<th>REVIEW RESULT:</th>
<th>REVIEWED BY: Anandita Ray Mukherjee</th>
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