

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 in 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"

REVIEW RESULT:

REVIEWED BY: Anandita Ray Mukherjee

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APPROVED BY: Rajesh Bhuyan

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