

PROCEDURE FOR APPEALS

- All appeals received shall be to The Director CTTC who maintains records pertaining to all appeals and shall be forwarded to the Chairman CTTC.
- Acknowledgement of appeals received - within 3 days of receipt.
- CTTC shall be responsible for all decisions at all levels of the appeal process.
- The appeals committee shall call for all documents related to decisions of the complaints committee before going into the credibility of the appeal and decide according.
- If information provided in the complaint is inadequate for any meaningful follow-up and the complainant is not able to provide minimum required information such appeals shall be treated as closed and the complainant shall be informed accordingly.
- Minutes of the appeals committee meeting shall be recorded.
- The appellant informed about the CTTC response. (Within 30 working days)
- The Complaints Committee during its sitting shall collect information including;
 - a) Documents relevant to the complaint,
 - b) Decisions and actions taken by the Director on recommendations of the complaints committee
 - c) Facts relevant to the complaint and
 - d) Facts collected onsite if required.
- The committee shall evaluate the facts and the appeal documents and arrive at a consensus/ unanimous decision and report to the Director its findings and recommendations.
- The Director shall initiate appropriate action to intimate the appellant of the decisions of the appeals committee on the actions taken or initiated with relevant documents as proof.
- Appeal handling time shall not exceed 20 working days.