

## PROCEDURE FOR COMPLAINT HANDLING

- All complaints received shall be to the Director CTTC who maintains record pertaining to all complaints.
- Acknowledgement of Complaints received- within 3 days of receipt.
- Anonymous complaints are registered, prima-facie if they are valid or have substance only.
- CTTC shall be responsible for all decisions at all levels of the complaint handling process.
- All complaint shall undergo initial scrutiny by the co-ordinator of complaints committee to determine whether they fall within the ambit of CTTC activities and whether they are valid, based on which any of the following action shall be taken.
  - a) If a complaint is outside the ambit of CTTC activities, the complainant shall be informed accordingly and the complaint shall be treated as closed.
  - b) 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 complaints shall also be treated as closed and complainant shall be informed accordingly.
  - c) If the complaint clearly falls within the ambit of CTTC activities and appears to be valid, the initial information provided is sufficient for initial investigation the same shall be taken up for further actions with the complaints committee.
- Complaints are recorded in the complaint register.
- The complainant is informed about the CTTC response. (Within 3 working days)
- The Complaints Committee shall during its sitting collect information including
  - a) Documents relevant to the complaint,
  - b) Facts relevant to the complaint and
  - c) Facts collected onsite if required
- The committee shall evaluate the facts, the complaint and arrive at a consensus/ unanimous decision and report to the Director, its finding and recommendation.
- The Director shall initiate appropriate action to redress the complaint.
- The complainant is informed of the actions taken or initiated with relevant documents as proof
- Complaint handling time shall not exceed 40 working days.