



Environmental **Investment** Fund
of **Namibia** | ensuring sustainability

Guidelines for Lodging Complaints

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1. Introduction

The Review Committee is a sub-committee of the Environmental Investment Fund of Namibia board of Directors envisaged under section 10 of the Environmental Investment Act 13 of 2001 This document sets out the guidelines for lodging customer complaints relating to the Fund's Staff, Products offered, Services provided and Processes of the Fund.

2. Definitions

- **Fund** - means Environmental Investment Fund of Namibia
- **Complaint** – means an expression of grievance or dissatisfaction by a complainant, either verbally or in writing, in connection with the
 - a) Grievances that have to do with procurement
 - b) Grievance brought to the committee by members of the public
 - c) Grievance from communities on the activities of the Fund in their communities
 - d) Appeals of any issue that a member of the public feels it was not handled to its satisfaction by staff members of the Fund.
- **Complainant** - means an individual or an institution that expresses grievance or dissatisfaction to the Fund regarding the usage of any of the product or service provided by Fund.
- **RC** - means the Review Committee/Appeals Committee
- **CEO** – means the Chief Executive Officer of the Fund.

3. Purpose

The purpose of these guidelines is to:

- Provide for the establishment of complaint handling procedures at the Fund.
- Guide complainants on how to lodge complaints; and
- Ensure a consistent and effective approach in resolving complaints.

4. Scope

These guidelines apply to all complainants who submit complaints to the Fund.

5. Responsibility

It is the responsibility of the complainants to familiarize themselves with the principles contained in these guidelines and for considering these principles when submitting complaints to the Fund.

6. Submission of Documents to the Fund

- 6.1 The resolution of complaints by the Fund is a free service offered to customers of the Fund and the Fund does not charge any fees for this service.
- 6.2 In these guidelines, “submit in writing or lodge a complaint to the Fund” means either in person or electronically-
- (a) by hand to the Head Office of the Fund, namely C/O Heinitzburg & Dr Theo-Ben Gurirab Street, Klein Windhoek, Windhoek.
 - (b) by post to the Head Office of the Fund, namely P.O. Box 28157, Auas Valley Windhoek.
 - (c) by electronic mail to the following address: Complaints@EIF.ORG.NA;
 - (d) by telephone to the following telephone number: 061 431 7740 – the conversations between the complainant and the Fund will be noted by the Fund for future references.
 - (e) by any other manner or at alternative addresses set out by the Fund from time to time.

7. Confidentiality of Information

All complaints and documents submitted to the Fund by complainants are deemed confidential and the same applies to documents sent to complainants by the Fund. These documents are to be used for the purpose of the grievance(s) only.

8. Submission of Complaints by Complainants

- 8.1 A complainant may submit a complaint in writing to the Fund-
- (a) after the complainant has submitted the complaint to the Fund, the CEO will respond to the complainant.

(b) if the complainant is not satisfied with the response of the CEO, the complainant has ten (10) working days to Appeal the response of the CEO and the RC will take over the complaint.

(c) The RC will investigate and inquire on complaint brought to its attention, by seeking any relevant information it requires from any member of staff and/or any relevant third party.

8.2 Complaints should contain-

(a) the name and contact details of the complainant and the name and contact details of the person submitting the complaint, if the two are different.

(b) name of staff who dealt with the matter that gave rise to the complaint.

(c) an accurate and short statement of facts giving rise to the complaint supported by documents, if any, and showing that the Fund acted wrongly; the nature and proof of the extent of the loss caused to the complainant.

(d) a clear and short statement of the specific assistance sought; and

(e) any other relevant information.

8.3 The RC may not deal with –

(a) a complaint that was not first reported to the Fund for a response from the office of the CEO.

(b) a complaint that was not reported to the RC within ten (10) working days from the date the complainant received the response from office of the CEO.

(c) a complaint which is awaiting resolution from the CEO or has already been resolved by any other institution, such as a Court of law.

(d) a similar complaint from the same complainant that has been resolved previously through the RC.

(e) a complaint where legal action has been started.

9. Resolution of Complaint

9.1 Upon receiving a complaint, the RC should, within seven (7) working days-

(a) issue the complainant with an acknowledgment letter informing the complainant that the complaint has been received and noted for its response.

(b) inform the complainant of the date when the complaint will be heard.

The Fund should submit in writing to the complainant its response to the complaint within fifteen (15) working days of receipt of the complaint.

- 9.3 The complainant may submit in writing to the RC his/her reply to the Fund's response within five (10) working days of receipt of the Fund's response.
- 9.4 All written submissions must be short and clear and conform to any further requirements determined by the Fund from time to time.
- 9.5 The RC may request additional information or documentation from the complainant, relating to the complaint and may specify the timeframe and the way such information or documentation should be submitted.
- 9.6 Thereafter, the RC may either -
 - (a) dismiss the complaint, either wholly or partly.
 - (b) give assistance sought in the complaint, either wholly or partly.
 - (c) take any other action or decision, as may be appropriate in the circumstances, or refuse to take any action or decision, as may be appropriate.

10. Decisions of the Review Committee/Appeals Committee

- 10.1 The RC will make its decision regarding the complaint within fifteen (15) working days of receipt of responses from the complainant and the banking institution.
- 10.2 The RC will inform the complainant in writing of its decision which should contain short findings of facts and conclusion.
- 10.3 If the RC is unable to make a decision within fifteen (15) working days, it will inform the complainant and of its inability and the reasons for such inability, and what measures are being taken to address the matter urgently.

Questions relating to these Guidelines should be addressed to the Internal Audit Department, Environmental Investment Fund of Namibia, Tel: 061 431 7740 or e-mail: Complaints@EIF.ORG.NA