

IMS Procedures Manual



Sohar Steel

Procedure for Stakeholder Complaints and prosecutions
(Complaints from Customers / Suppliers / Employees and all other interested parties)

(ISP/SS/MR/09A)

01	01-Jan-2021	Procedure reviewed to explicitly include employee grievances as well.
00	30-Aug-17	First Issue
Revision	Date	Description

IMS Procedures Manual

Purpose

To maintain stakeholder's confidence that complaint, if any, is immediately addressed and resolved to their satisfaction.

Scope

Stakeholder complaints and prosecutions.

Responsibility

CEO/MR

- A stakeholder (Employee (or) other interested party) can make a written complaint / grievance, through letter or e-mail to info@soharsteelsms.com and will be acknowledged by the designated person from Admin / HR.
- In case of Customer & Supplier, they mostly communicate their complaint/grievance to the executive they are associated. Alternatively, they too can send their complaint / grievance to email : info@soharsteelsms.com
- On receipt of the Complaint, the recipient forwards it to MR, who records the Complaint in Stipulated Form No. IMSF/SS/MR/09A "Stakeholder Complaint Form".
- MR provides the Complaint Number, enters the complaint details in "Complaint Register" and forwards it concerned HOD for further action on it. Information copy sent to CEO.
- Concerned HOD addresses the Complaint with Root Cause Analysis, Correction & Corrective Action Plan and Preventive Action Plan.
- The filled-in form is sent to GM / CEO to satisfactorily close the complaint. Where necessary, feedback on the complaint is provided to the Stakeholder. Such feedback shall be attached with the Complaint Form.
- The endeavor is to resolve the stakeholder complaint within 21 days of the receipt of the same, except when the issue requires more time.
- A complaint (where the response does not settle the issue) must be referred to the Board of Directors through CEO.
- The report will be discussed in the management review meeting with the complete details as Name of the complainant, Nature of the complaint, Date of receipt of the complaint and status on resolving the same. For grievances remaining unresolved for a period of more than 21 days from the date of receipt, the reason will be noted and recorded in minutes.
- This procedure is displayed at our Website, for Interested Parties information.

Approved by CEO

Records :

IMSF-SS-MR-09A "Stakeholder Complaint Form"

IMSF-SS-MR-10 "Stakeholder Complaint Register"