

Complaints Management Policy

Objective

To ensure that all key internal stakeholder complaints are handled, well-escalated, and appropriate resolution is conducted to establish a streamlined process in addressing issues in an immediate and responsive manner to promote order and discipline in working relationships.

Scope

This policy applies to all internal stakeholders of Solar Philippines with respect to the policies and procedures in the Labor Code and Employee Code of Conduct and Ethics.

Complaints Handling Process

If a key stakeholder raises a concern with significant impact to working relationship, cost or operations against an employee/s, or a certain department within the organization, the following shall apply:

1. Employee can file a complaint against his/her peers, colleagues, or an internal stakeholder by reaching out to his/her immediate manager. If the complaint is against the immediate manager, internal stakeholder can approach his/her HR Business Partner or the Employee Relations Office.
2. The Manager / HR Representative shall conduct probing activity to determine the validity of the complaints raised. If the employee has not written down his/her complaint, a summary of the salient point in the Incident Report will be drafted to document the concern raised. If the complainant failed to submit an IR, s/he may also opt to escalate the matter via e-mail addressed to his / her immediate manager stating the issues and events that had transpired, which shall be probed further as necessary.
3. Once the complaint has been farmed out to the appropriate Manager, s/he shall coordinate with the team to get proper context of the situation, and resolutions shall be directly communicated to the complainant. Note that a maximum of three (3) days is given to the concerned department to investigate the issue and results needs to be communicated to the complainant within ten (10) days upon receipt of the acknowledgement from the company.
4. In case the complainant is not satisfied with the results, he/she can escalate the matter to the HR Business Partner / Employee Relations Officer for further probing and resolution. The HR Representative do have 10 working days to resolve the issue.
5. If not resolve within the prescribed period and/or if the employee is not satisfied with the resolution of the complaint, the matter will be escalated to the HR Head and Business Unit Head for resolution and voluntary arbitration.

Definition of Terms

- Complaint – A report from a stakeholder about a problem or concern he/she has with another employee, person, or with the implementation of policies and processes
- Key Stakeholder – Any internal client (employee), that the company is extending its service or is extending its services to the company or any employee or department of the Company requesting for services from another department in order to achieve specific deliverable(s).

Version History and Approval Details

Version No.	Date	Title or Brief Description of Changes	Prepared By	Reviewed and Approved By
1.0	12/17/2020	Initial	Georgina Fajardo	Vivian Cruz

Annex A

INCIDENT REPORT FORM	
Person/s involved in incident:	
Witness/es (if any):	
Date of incident:	
Exact time of incident:	
Location of incident:	
Description of how incident occurred: <i>[comprehensive narration of timeline of events and evidences]</i>	