



Operating Procedure

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Complaints Procedures

Page 1 of 1
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1.0 POLICY:

Elephant Thoughts requires that as part of its commitment to protecting the rights and welfare of individuals associated with the organization, ET will review all complaints and allegations of non-compliance and will take any necessary action to ensure ethical conduct. Complaints reported to Elephant Thoughts will be evaluated as possible un-anticipated problems involving risks to staff, volunteers and/or participants.

2.0 PROCEDURE

- 2.1 Elephant Thoughts management will promptly handle, and, if necessary, investigate all complaints and/or concerns received by staff, volunteers or participants.
- 2.2 All complaints, written or verbal (including telephone complaints), and regardless of point of origin, are recorded and forwarded to management.
- 2.3 Upon receipt of the complaint, management will ensure that the complaint is logged and make a preliminary assessment and take immediate action.
- 2.4 If the complaint meets the definition of non-compliance, it will be considered an act of non-compliance according to compliance.
- 2.5 If the complaint meets the definition of an unanticipated problem involving risk to subjects or others, it will be handled accordingly.