



Aas Health Foundation

Swayambhu Apt 2, Near Nasare Sabhagruh,
Hudkeshwar Road, Nagpur – 440034.

Grievance Redressal Policy

1. Introduction

Aas Health Foundation (hereinafter referred to as "the Foundation") is committed to maintaining high standards of service, integrity, and transparency in all its operations. To uphold these standards, the Foundation has established this Grievance Redressal Policy to ensure that any concerns, complaints, or grievances from stakeholders (including beneficiaries, employees, partners, donors, and the general public) are addressed promptly, fairly, and effectively.

This policy outlines the process by which grievances can be raised and the manner in which they will be addressed and resolved.

2. Scope

This policy applies to all stakeholders of Aas Health Foundation, including but not limited to:

- Beneficiaries of health programs and services
- Employees and volunteers
- Donors and partners
- The general public

3. Objectives

- To provide a clear and accessible procedure for raising grievances.
- To ensure that grievances are resolved in a fair, transparent, and timely manner.
- To maintain the trust and confidence of stakeholders by handling grievances professionally and respectfully.

4. Grievance Redressal Procedure

1. Filing a Grievance:

- Any stakeholder wishing to file a grievance should submit a written complaint, either through email, an online form, or by post.
- The grievance should include details such as the nature of the complaint, relevant dates, and any supporting evidence.

2. Acknowledgment:

- Upon receiving a grievance, the Foundation will acknowledge receipt within **three (3) working days** and will provide an estimated timeline for resolution.

3. Investigation and Resolution:

- The concerned department or a designated grievance officer will investigate the matter promptly. Depending on the nature and complexity of the issue, this process will take **up to 15 working days**.
- The grievance officer will review the facts, consult with the relevant parties, and determine the most appropriate action to resolve the issue.

4. Communication of Outcome:

- Once the investigation is complete, the stakeholder will be informed of the resolution. If the grievance is upheld, corrective action will be taken.
- If the grievance is not upheld, the reasons for the decision will be communicated clearly.

5. Escalation:

- If the stakeholder is not satisfied with the resolution provided or feels the issue has not been adequately addressed, they may escalate the grievance to a senior officer or an independent grievance committee within the Foundation.
- The escalation process will ensure a thorough review of the case and further attempts to resolve the grievance.

6. Timeframe for Resolution:

- The Foundation will aim to resolve all grievances within **30 working days** from the date of filing. However, complex cases may take longer, in which case the complainant will be kept informed of the progress.

5. Confidentiality

The Foundation ensures that all grievances will be handled confidentially and that personal information provided by the complainant will not be shared without their consent, unless required by law.

6. Prevention and Improvement

The Foundation is committed to using feedback from grievances to improve its services and operations. Identified systemic issues will be addressed to prevent future occurrences.

7. Contact Information

Stakeholders wishing to file a grievance or seek assistance can do so by contacting:

- **Email:** Help@ashealthfoundation.com
- **Phone:** 7304317605
- **Address:** Aas Health Foundation, Hudkeshwar Road, Nagpur, MH – 440034.

8. Review of the Policy

This policy will be reviewed periodically to ensure its effectiveness and will be updated as necessary. Any changes to the policy will be communicated to stakeholders.

9. Conclusion

Aas Health Foundation is committed to resolving grievances in a timely and efficient manner. We value the concerns of our stakeholders and aim to ensure that every grievance is handled with the utmost respect and fairness.

This grievance redressal policy ensures accountability and transparency in the Foundation's operations while addressing concerns raised by stakeholders with fairness and respect.