

Grievance and Complaints Procedure

Siga Damu Inc Pte Ltd

Introduction

This protocol outlines the procedure for handling complaints within Siga Damu Inc Pte Ltd. It aims to ensure that all complaints are addressed promptly, fairly, and consistently.

Scope

This procedure applies to any person, group or community who wishes to raise a complaint or concern about any aspect of Siga Damu Inc Pte Ltd's activities. Complaints may be submitted verbally, in writing, by phone, email, or through community representatives. There is no prescribed format, and assistance will be provided to complainants who may have literacy, language or accessibility constraints.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Siga Damu Inc Pte Ltd.

Procedure for Raising a Complaint

- **Step 1: Informal Resolution**
 - The complainant should initially raise the issue informally with the relevant person or department. This can be done verbally or in writing.
 - The aim is to resolve the issue quickly and amicably without the need for formal procedures.
- **Step 2: Formal Complaint**
 - If the issue is not resolved informally, the complainant should submit a formal complaint in writing to complaints@sigadamuinc.com.
 - The complaint should include details of the issue, any previous attempts at resolution, and the desired outcome.

Acknowledgment of Complaint

- Siga Damu's management will acknowledge receipt of the complaint within 5 working days.
- The acknowledgment will include an outline of the next steps and the expected timeframe for resolution.

Investigation

- Siga Damu's Management will conduct a thorough investigation into the complaint.

- This may involve gathering evidence, interviewing relevant parties, and reviewing any relevant documentation.

Resolution

- Siga Damu's Management will provide a written response to the complainant within 20 working days of acknowledging the complaint.
- The response will include the findings of the investigation, any actions taken, and the rationale for the decision.

Appeal

- If the complainant is not satisfied with the outcome, they may appeal the decision in writing within 10 working days of receiving the response.
- The appeal will be reviewed by a senior manager who was not involved in the initial investigation.

Record Keeping

- All complaints and related documentation will be recorded and maintained in a secure and confidential manner.
- Records will be kept for a minimum of 7 years.

Continuous Improvement

- Complaints will be reviewed periodically to identify any trends or areas for improvement.
- Lessons learned from complaints will be used to enhance our services and procedures.

Gender-based Violence and Harassment (GBVH) and Sexual Exploitation, Abuse and Harassment (SEAH) Complaints

Complaints or concerns related to GBVH or SEAH are treated with the highest priority and handled in line with survivor-centred principles, prioritising the rights, needs and wishes of the survivor/victim. Complainants and survivors may choose to report GBVH/SEAH concerns through any of the channels described above or directly to a designated Safeguards or HR focal point, without having to first inform their supervisor.

- Confidentiality will be strictly maintained and information shared only on a need-to-know basis. Breaches of confidentiality may result in disciplinary action.
- Retaliation against complainants, survivors, witnesses or others who assist in raising GBVH/SEAH concerns is strictly prohibited and will lead to disciplinary measures.
- Where appropriate, a qualified specialist or external service provider will be engaged to provide psychosocial support, counselling and advice to survivors, and to help manage or

mediate GBVH/SEAH cases, in coordination with the survivor and subject to their informed consent.

- Precautionary measures (such as temporary staff transfer, suspension or paid leave) may be put in place while a complaint is under review, without prejudice to the presumption of innocence.

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To make a complaint please:

Visit the Contact page on our website

(<https://sigadamuinc.com/contact/>)

or

Email info@sigadamuinc.com