



# COCI PROCEDURES FOR COMPLAINTS AND SUGGESTIONS

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## I CUSTODY

The Box shall be emptied on a bi-weekly basis with applied dual custody. Dual custody is made up of one Operations representative and one Executive Board representative. The content is sorted based on suggestions-complaints. The procedure set forth hereinafter is then followed.

## II INCOMING SUGGESTIONS / RECOMMENDATIONS

Incoming suggestions are reviewed and categorized as relating to Operations, Board or Business Center.

Dependent on the category the suggestions are assessed and recommendations for incorporation formulated by Operations, Board or Business Center.

Implementation/execution is undertaken by the pertinent entity. The executing entity prepares a monthly report for review. Bi-monthly a full report on all received and handled suggestions/recommendations is presented to the Board by the Executive Board.

**If the suggestion was filed anonymous:** The newsletter reflects the changes implemented due to suggestions submitted by the public in a particular period.

**If the suggestion was filed with a name and address:** A letter is issued to that person acknowledging receipt, with confirmation of handling and implementation.

## III INCOMING COMPLAINTS

- A. Complaints filed by third parties against COCI Operations are reviewed by the Operations Manager or Executive Director if the complaint pertains to the Operations Manager. The pertinent person in Operations is heard, the complaint is assessed and a decision is formulated and communicated.

**Appeal:** An appeal opportunity is open with the Executive Director, if the Operations Manager issued the decision and with the Executive Board if the Executive Director issued the decision.

- B. Complaints against the Business Center are reviewed by the Operations Manager, after having heard the Business Center representatives a decision is formulated and communicated. The decision is reviewed and requires prior Executive Director or Executive Board (in the absence of the Executive Director) approval for issuance.

**Appeal:** An appeal opportunity is available with the Executive Director or Executive Board.

- C. Complaints filed by staff-members against staff members on the same level are handled by the Operations Manager or the head of the Division in which the staff-members function. All parties are heard prior to any decision being taken.

**Appeal:** Staff-members have an appeal possibility with the Executive Director or Executive Board

- D. Complaints of staff-members against members of a higher level, but not the highest division manager, are handled by the highest manager in the division as set forth above.

**Appeal:** An appeal possibility is open in such instances with the Executive Director or Executive Board.

- E. Complaints of staff-members against the Division Manager are filed with the Executive Director. Parties are heard prior to a decision being taken.

**Appeal:** An appeal possibility to the Executive Board is open in this instance.

- F. Complaints against Board members, are handled by the Board, whether or not through an appointed complaints committee. The member in question is heard, prior to a decision being taken.

**Appeal:** An appeal possibility to the Minister is open in this instance.

**If the complaint was filed anonymous:** the procedure set afore will be followed and augmented by an investigation when hearing of one party solely is possible.

**If the complaint was filed otherwise:** the procedure outline afore is handled

#### **IV PROCEDURE AND TIMELINE**

Complaints and suggestions received are sorted and categorized for handling upon the bi-weekly opening of the box.

Invitations to be heard must be issued within 5 days of the date of opening of the box, with a hearing scheduled in a maximum of 5 days of the invitation date. A hearing is scheduled in a maximum of 10 days of opening of the box.

A final decision, if further inquiries are not required, is issued within 5 days of the hearing concluded. The decision is motivated and supported by the hearing report. The decision outlines the appeal possibility open.

All appeals must be filed within thirty (30) days of the date of the decision, in writing supported by pertinent documentation.

Suggestions are handled within the timeline set forth above, with the exception that implementations on anonymous filings will be published in the next newsletter.

This procedure takes effect as of the date of publication and remains in effect until such date the procedure is altered and publicized