

Complaints and Grievances Policy

This policy aims to create guidelines for addressing complaints, grievances, and stakeholder requests fairly, promptly, and efficiently. Automotive Precision Technology (APT) is dedicated to maintaining transparent communication and resolving concerns promptly. The policy underscores APT's commitment to fostering a culture of accountability, transparency, and respect for all involved parties with APT, including employees, stakeholders, customers, and vendors, ensuring transparency, accountability, and responsiveness in handling concerns raised.

1. Complaints, grievances, and stakeholder requests can be submitted through designated channels, including email, online portal, or phone and upon receipt, an acknowledgment will be sent within a specified time frame.
2. All complaints, grievances, and stakeholder requests will be handled promptly and taken seriously, with confidentiality maintained throughout with commitment to fairness, impartiality, and respect in resolving concerns, as well as will provide regular updates on the progress and outcome of complaints and grievances to ensure transparency.
3. All information related to complaints, grievances, and stakeholder requests will be handled confidentially and shared only with authorized personnel involved in the resolution process.
4. A thorough investigation will be conducted to gather relevant information and assess the validity of the complaint or grievance. Stakeholders may be contacted for additional clarification or information.
5. APT will strive to resolve the issue to the satisfaction of all involved parties within a reasonable timeframe. In cases requiring escalation, complaints or grievances can be raised to higher levels of management. For unresolved matters, a formal appeals process will be implemented.
6. After the investigation concludes, a decision will be communicated to the stakeholder, detailing the resolution and any corrective measures implemented. APT is committed to adhering to all relevant laws, regulations, and industry standards pertaining to handling complaints and addressing grievances.
7. Regular reviews and evaluations will be conducted to assess the effectiveness of the process and make necessary improvements.
8. Employees involved will be trained on the procedures outlined in this policy to ensure effective implementation. Awareness programs will be conducted to educate stakeholders about the process for submitting complaints, grievances, and requests and their rights in the redressal process.
9. This policy will be reviewed periodically to ensure its continued relevance and effectiveness, with any necessary revisions implemented accordingly.

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