**Objective**

Establish a transparent system for the handling and care of human rights complaints, discrimination claims, nonconformities, among others. The procedure explains the steps to continue ensuring confidentiality in the process and no retaliation for the informant.

**Introduction**

Complaints, when properly handled, are an important component for continuous improvement, and in the case of those related to human rights, inhuman or severe treatment, or discrimination allow to resolve situations that are an obstacle to compliance with policies of protection of human rights and social responsibility towards workers of the company and to an adequate working environment.

**Responsibility**

* The head of the human rights area in conjunction with a workers' representative: must identify, document, and follow up on the complaint, as well as the effectiveness of the corrective action implemented.
* Address: They must manage the human, time, and financial resources necessary for effective management of the complaint. As well as effectively delegate the tasks set out in this procedure.

**Procedure**

1. Management will ensure that complaint mailboxes are placed in strategic locations, and will ensure that forms and pens are available next to them so that employees can expose their nonconformities anonymously.
2. Employees will be made aware through information campaigns of the mechanisms to file complaints anonymously and how they will be served in the company.
3. Complaint mailboxes will be kept locked and only the human rights manager will have access to them.
4. The person responsible for the human rights area and a representative of the workers (may be a commissioner chosen by themselves) will manage or carry out all necessary arrangements, negotiations or actions with the persons indicated and taking into account the nature of the complaint in order to resolve it. The date and end of the complaint must be recorded.
5. The head of the human rights area and the commissioner representative of the workers shall submit the conclusions of their investigation to the Directorate, together with their recommendation on proceeding to resolve it.

**Frequency**

Be sure to record, track, and close each complaint that is filed.

**RELATED DOCUMENTS**

* Human Rights Policy
* Complaint management format
* Complaint format

**CORRECTIVE ACTIONS**

Modifications, additions or substitutions to policies, procedures or regulations to protect the human rights of those affected.

Verbal warnings, administrative records, suspension of activities, or even dismissal if there are any or some direct perpetrators.

And those particulars determined in the action plan for each specific complaint.

**Verification**

This document shall be reviewed at least annually, or where any changes are necessary.

The General Manager, in conjunction with the staff involved, will have to review annually the effectiveness and applicability of this document.

|  |  |
| --- | --- |
| **Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Name** | **Approved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Name** |
|  |  |