




# Client Complaints Procedure

# 07MAN-JSS-017



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### Janus Proprietary Information

*Any printed copy of this Janus document is for reference only and not considered a controlled copy. Always refer to the Janus Cloud portal to reference current policies and procedures.*



## Overview

This procedure provides guidelines for engaging with clients and other stakeholders to ensure timely, efficient, and effective management of grievances or a complaint if raised, regarding any aspects of Janus' operations or service delivery.

Guidelines for handling employee complaints or grievances and Whistleblower cases are explained in the Janus **Confidential Reporting Policy (# 07MAN-JSS-011)**.

## Definitions

The following provides definitions of the terms Complaint and Grievance:

- **Complaint:** A complaint includes any complaint made by an individual or company which arises as a result of the alleged acts or omissions of Janus or any personnel (including contractors or employees engaged by it at the time the alleged acts or omissions took place) or any of its subcontractors
- **Grievance:** A Grievance is the cause of or grounds for a complaint

## Categorisation of a Complaint or Grievance

Complaints and Grievances are divided into the following categories:

- **Client Complaints**

Client complaints relate to issues associated with operational service quality, they may involve employees, contractors or subcontractors or any entity that provides a service on behalf of Janus. The person responsible in the first instance for handling client complaints is the Country Manager, who will record complaints in the Complaints Register, which are escalated appropriately and resolved within agreed timelines with the client(s). A call should be made to the client no longer than 24 hours later by the Country Manager or the Country Support Manager. He should ensure that the complaint is handled and resolved in an efficient manner to ensure that the client is fully satisfied on closure. Guidelines for handling client complaints are outlined within this procedure.
- **Whistleblowing**

Whistleblowing is the disclosure of information by an employee or contractor which relates to some danger, fraud or other illegal or unethical conduct in the workplace. If a Complaint relates to his/her personal circumstances in the workplace, then the complainant should use Grievance Procedure set out in the Staff Handbook. If the Complaint falls within the remit of the Confidential Reporting Policy, the Country Manager shall record and refer the complaint to the Managing Director, requesting the complainant to use either of the following means of communication:

  - Telephone: +44 (0) 79754 922 159 / +252 6169 03861 (English speaking)
  - Telephone: +971 55 652 2200 (English and Somali speaking)
  - Email: [confidential.hotline@januservices.org](mailto:confidential.hotline@januservices.org)
  - Web portal: [www.januservices.org](http://www.januservices.org)
- **Internal Grievance**

If the Complaint is made by an employee or contractor working on behalf of the company and does not fall within the remit of the Confidential Reporting Policy, the Country Manager shall record and track the progress of the complaint, and in the first instance, handle the complaint in accordance with



the procedure set out in the **Staff Handbook (# 01PERS-JSS-003)**, ensuring the Managing Director is informed in writing.

## External Grievance

If the Country Manager decides the complaint does not fall within any of the above, he will classify the complaint as an External Grievance. An External Grievance is one made by a person who is neither a Client nor a person working for the company in any capacity, but which concerns a specific allegation made with substantive evidence in support against Janus itself or a current contractor or employee (in connection with their performance of services for Janus). Depending on the severity as determined by the Country Manager, it may be necessary that the external grievance is handled by an external legal entity or other competent authority.

## Cascading Complaints and Grievances

An initial client complaint or external grievance may be raised directly to any member of Janus. The first initial contact with a client or a member of the public will go a long way to setting the initial impression of how professional Janus is perceived as a business, and for providing initial reassurance that the complaint or grievance will be initially handled.

External grievances may be raised if Janus is alleged to have acted in a way that:

- Causes a vehicle/road traffic accident
- Causes harm, injury, or death to people
- Results in damage to the property of external stakeholders (could include all types of infrastructure, residences, business premises, vehicles, personal possessions etc.)
- Could result in Janus directly or indirectly promoting or funding crime, violence or other activities which adversely impact on human rights in the area of operations
- Causes damage to the built or natural environment as a result of accidental or deliberate actions by Janus causing collateral adverse impacts for communities

A client complaint may be raised if a client is unhappy with a matter relating to the delivery of services as outlined in their contract. Examples include:

- Incorrect invoicing / billing issues
- Service quality
- Timekeeping of personnel
- Faulty equipment

## Initial receipt or awareness of a client concern

Direct to a Janus employee via the complaints email address:

- Call to the office via the Country Manager or Country Support Manager
- By completing the complaints form or the Journey Management Mission Order form
- On receipt or on being made aware of the initial complaint or external grievance it is important to ensure a very clear understanding of what exactly the client's concern is



- Deal with the concern ensuring the complainant is made to feel comfortable and that Janus is receptive to dealing with the concern. This should be initiated within 6 – 12 hours, but no later than 24 hours of initial receipt of the complaint

## Handling the concern

- If the complaint is received directly by an employee or a phone call whoever received it must ensure that the details are documented in an email and then forwarded to the Managing Director
- The Country Manager will have overall ownership of the Complaints Register, and therefore responsible for managing the complaint and closing it
- This email address [confidential.hotline@januservices.org](mailto:confidential.hotline@januservices.org) will be the central location for receiving complaints; however, it is likely the client will either meet with the Country Manager, email, or phone him with the complaint. All details will be entered onto a Complaints Register to allow for tracking and monitoring of all complaints
- If an employee receives the complaint, they are to contact the Country Manager who will be required to deal with the complaint; however, if they are not able to handle it, then they should immediately report the matter to the Managing Director
- If the Country Manager is unable to handle the complaint, it is important that they communicate this to the client, and reassure them that the details have been forwarded to the Senior Leadership Team
- The Country Manager handling the concern is to ensure that the person raising the concern is satisfied with the action and where applicable, necessary action to prevent recurrence is to be identified and actioned.
- The Country Manager handling the complaint must ensure that the final outcome or resolution and corrective actions are communicated to the Managing Director and update the Complaints Register
- During the after action review the corrective action, root cause analysis and status should be updated on the Complaints Register
- During the Country Management Review meetings, the Complaints Register will be reviewed if required, and any further comments will be made, and the case closed
- If a case remains open, this must be urgently addressed and the reasons for non-closure documented
- Trend analysis can be conducted to identify common complaint types addressed with further preventative actions proposed

Where the complaint is directly against a third-party or sub-contractor working on behalf of Janus, appropriate follow up actions should be taken to address this. If the complaint has been validated, then this may require that the third-party arrangement is reviewed or terminated depending on the nature of the complaint, and the contract terms and conditions.

## Complaints Following an Incident

In the event of an incident taking place such as a road traffic accident or an individual being refused access to a location, the individual(s) involved may feel aggrieved by the actions of Janus.

These incidents are to be reported to the Country Support Manager or Country Manager and handled as per the incident management and reporting procedure.



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