



Procedure for Management of Grievances/Complaints & Resolution

1.0 Objective

This procedure is intended for use by employees/stake holders, who have grievances regarding their work or working environment/working relations.

The procedure is designed to help and enable employees/stake holders to raise issues with the Designated Senior management of Lucky Tex about Non Conformances to standards (SA-8000:2014 / STeP (Sustainability Textile Program), GOTS/GRS, BSCI) and put forth recommendations / comments / complaints / claims going against the standard practices or contracts, with management.

Senior Management Lucky Tex is committed to remain unbiased, non-retaliatory, accessible and available for complaint resolution and will not seek any disciplinary, dismiss, or discriminatory action for any complaints or highlighting non-conformance / complaints by stake holders.

Senior Management of Company is committed to keep the complaints confidential.

2.0 Scope

This procedure covers all stake holders working with Lucky Tex.

3.0 Procedure

3.1 Lodging Complaint & Policy:

- 3.1.1 Employees /Stake holders can lodge complaint against any element of non-conformances to standards or grievance, discrimination and work place issues through verbal communication/letter/email/complaint & Suggestion boxes.



3.1.2 Lucky Tex Senior Management (Nominated Complaint Handler) will be responsible to address the complaint in impartial and confidential manner.

3.1.3 Information of the complainant will be kept confidential and complainant will be informed on the progress of resolving complaint.

3.2 Information of Nominated Complaint Handler:

3.2.1 Nominated Complaint Handler:

Senior Manager (HR & Compliance) will handle all complains:

Contact # 92-21 3256979-5 (Ext: 3006)

Cell # (92-300) 286-1321

Email Address: obaidm@luckytexonline.com

Address: A-40/A, B&C Textile Avenue off Manghopir Road S.I.T.E.,
Karachi, Pakistan

3.2.2 In case the complaint is against the nominated Complaint Handler or Complaint Handler is unavailable then complaint will be lodged with A.M. HSE, he will follow the same procedure.

Contact # 92-21 3256979-5 (Ext: 3065)

Cell # (92-348) 232-25042

Email Address: mtahir@luckytexonline.com

Address: A-40/A, B&C Textile Avenue off Manghopir Road S.I.T.E.,
Karachi, Pakistan

3.3 Registering Complaints & Resolution:

3.3.1 On receiving complaint from any stakeholder, Complaint Handler will register it and inform the complainant that complaint has been received and his/her name will be kept confidential.



- 3.3.2 Complaint Handler will give tentative timeframe to complainant for the resolution and addressing the complaint.
- 3.3.3 Complaint Handler will objectively start the inquiry by keeping in secrete the motive and review reports/minutes of Social performance team, SPT monitoring plan, risk assessments, internal audits to check if issue had already been highlighted and what corrective and preventive actions are taken.
- 3.3.4 On observing non-conformance of any element of standards, the Complaint handler will ask questions with SPT & Internal Auditors as why the issue was not considered in the reports of SPT & Internal Audits.
- 3.3.5 Complaint handler can recommend to increase/decrease SPT team member as per requirement or may request CEO to approve for refresher training on elements of standards to bring more effectiveness in the role of SPT/Internal Auditors.
- 3.3.6 Complaint handler for more in-depth analysis will conduct meetings with concerned persons and note the observations to help him in root cause analysis.
- 3.3.7 Respondent (Person on whom the complaint raised against) shall be informed of the basis of the problem and will be given the equal opportunity to put his/her case in response before any decisions are made.
- 3.3.8 Where attempts to resolve a grievance/complaint remain unsuccessful, complainant should raise the matter formally with his Head of Department (HOD)/other Complaint handler and without unreasonable delay.
- 3.3.9 Complaint Management / investigation record will be maintained by MR.
- 3.3.10 **APPEAL**



- 3.3.10.1 Complainant if felt their grievance has not been satisfactorily resolved, May appeal against the decision.
- 3.3.10.2 CEO will hear all appeals and his decision is final.
- 3.3.10.3 Complainant should be informed in writing, of the grounds for the appeal without delay.
- 3.3.10.4 The Complainant has the right to be accompanied with a Worker's Representative or work colleague at any appeal hearing (if he requires/consent).
- 3.3.10.5 No action will be taken until the case has been fully investigated.
- 3.3.10.6 Informal action will be considered, where appropriate, to resolve problems.

3.4 FORMAL INTIMATION

- 3.4.1 Formal intimation of a grievance should be done in writing, clearly setting out the nature of the grievance. Abusive or insulting Language should be avoided.

3.5 GRIEVANCE MEETING

- 3.5.1 Complaint handler should arrange a formal meeting to be held within 7days after written notification of a grievance is received.
- 3.5.2 Complainant should be allowed to explain his grievance and how he thinks it should be resolved.
- 3.5.3 Complainant Consideration should be given to the meeting for any investigation that may be necessary



3.5.4 After the meeting the decision will be communicated to the Complainant and respondent without undue delay and, where appropriate, will set out what action the company / management intends to take to resolve the grievance.

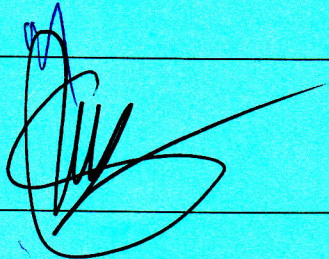
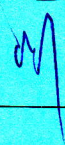
☆ 3.5.5 **After the resolution of complaint, the complainant will be informed verbally (directly) or through notification which will be pasted on departmental soft boards.**

Time frame Management of Grievances/Complaints/Claim & Resolution			
S#	Description	Person Who Hears the Appeal	Time Limits Complaint Handler
1	Complaint registering have no fixed Time limits	Nominated Complaint Handler	Respond within 2 working Days
2	Timeline of investigation		7 working days
3	Informing Complainant and respondent		3 working days after investigation
4	Respondent reply time		3 working days
5	Case submittal to CEO for final decision		1 working day
6	Informing decision to concerned persons		1 working day
7	Re-appeal incase unsatisfactory resolution	HOD/Other Complaint Handler	2 working Days
8	Procedure time frame remains same for other Complaint Handler/HOD		



4.0 Related Documents

4.1 Complaint Form

Description	Designation	Signature
Prepared By	Sr. Manager HR & Compliance	
Approved By	C.E.O	
Issued By	Sr. Manager HR & Compliance	
Issue Date	20-03-2024	