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## **Grievance Policy (Internal and External Stakeholders)**

### **1. Introduction**

This Grievance Policy outlines the procedure for employees and external stakeholders to formally raise concerns or grievances related to Frontier Risk Solutions' operations, services, or interactions. The policy aims to ensure fair and transparent resolution processes that uphold the organization's commitment to ethical conduct, stakeholder satisfaction, and continuous improvement.

### **2. Company Commitment**

Frontier Risk Solutions is dedicated to honesty, integrity, and the highest standards of ethical behavior in all its operations. The organization is committed to addressing grievances from both internal employees and external stakeholders promptly, objectively, and impartially, without favor or prejudice.

### **3. Standards of Conduct, Discipline, and Performance**

All Frontier Risk Solutions employees are expected to adhere to established standards of conduct, discipline, and performance as outlined in the Employment Policy and individual employment contracts. These standards form the basis for evaluating employee performance and behavior within the organization.

### **4. Grievance Procedure**

#### **A. Internal Stakeholders (Employees):**

##### **a. Submission of Grievance:**

- Employees should raise grievances with their immediate line manager verbally or in writing. If the grievance involves the line manager, it should be escalated to the next level of management (e.g., Project Manager or CEO).
- If the grievance is not resolved informally, the employee may submit a formal written grievance detailing the issue and desired resolution.

##### **b. Management Response:**

- Managers will acknowledge receipt of the grievance within three working days and conduct an investigation as necessary.



- A written response outlining the decision and avenues for appeal, if necessary, will be provided to the employee within a specified timeframe.

**c. Appeals Process:**

- Employees dissatisfied with the initial response may appeal to the next level of management within ten working days.
- The appeal will be reviewed promptly, and a formal response will be provided within seven days, explaining the decision and any further escalation options.

**d. Final Appeal:**

- If the grievance remains unresolved, employees may appeal to the HR Manager within ten working days of the Stage 2 response.
- The HR Manager, along with another management representative, will conduct a final review and provide a written response within three working days.

**B. External Stakeholders (Clients, Suppliers, Community Members):**

**a. Grievance Submission:**

- External stakeholders can submit grievances related to Frontier Risk Solutions' operations or interactions through designated channels:
  - > Via email to [grievance@frs.so](mailto:grievance@frs.so)
  - > Through the online form available on the Frontier Risk Solutions website at <https://frs.so/policies/>
- Grievances should detail the issue and desired resolution.

**b. Acknowledgment and Investigation:**

- Frontier Risk Solutions will acknowledge receipt of the grievance promptly and initiate an investigation, ensuring impartiality and fairness.
- An investigation report and proposed actions will be communicated to the external stakeholder within a specified timeframe.

**c. Response and Resolution:**

- A formal response will be provided to the external stakeholder, outlining findings, decisions, and avenues for escalation if dissatisfaction persists.



**d. Escalation and Appeals:**

- External stakeholders dissatisfied with the initial response may escalate their grievance to higher levels of management or through designated appeals processes.
- Each escalation level will ensure a thorough review and consideration of the grievance, aiming for equitable resolution.

**5. Mediation and Alternative Dispute Resolution:**

- Frontier Risk Solutions may offer mediation or alternative dispute resolution mechanisms to both internal and external stakeholders as voluntary options to resolve grievances amicably and efficiently.

**6. Confidentiality and Non-Retaliation:**

- The organization maintains confidentiality regarding grievance information and prohibits retaliation against individuals raising grievances in good faith.

**7. Continuous Improvement:**

- Insights gained from handling grievances will inform continuous improvement initiatives within Frontier Risk Solutions, ensuring proactive measures to prevent recurrence and enhance stakeholder satisfaction.

**Approved by: Ibrahim**

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