

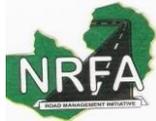


NATIONAL ROAD FUND AGENCY

CUSTOMER COMPLAINTS POLICY AND PROCEDURE

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LUSAKA, ZAMBIA

Version 1



NATIONAL ROAD FUND AGENCY

CUSTOMER COMPLAINTS POLICY AND PROCEDURE

Foreword

The Agency is dedicated to providing an excellent Customer Service and maintaining a healthy customer relationship at all levels from the Board of Directors to all members of staff.

In line with the Customer Complaints Policy, the Agency is determined to ensure that all complaints are handled as efficiently and effectively as possible and in a professional manner.

All our customers have the right to complain against the Agency and it is our duty to ensure that we do our best to resolve any problems our customers may have as regards our service that we are mandated to provide.

We pledge to provide our customers with a service premised on our six (6) all-encompassing core values of Integrity, Accountability Transparency, Teamwork, Excellence and Innovation as enshrined in our Strategic Plan which aims satisfying stakeholders, building a positive corporate image and providing excellent services as strategic objectives.

Eng. Wallece Mumba
Director / Chief Executive Officer
NATIONAL ROAD FUND AGENCY

1.0 Introduction

The National Road Fund Agency seeks to maintain and enhance its reputation of providing our customers with high quality services in line with our six (6) all-encompassing core values Integrity, Accountability Transparency, Teamwork, Excellence and Innovation. We care about the quality of service our customers receive from us, that is why we have a Customer Complaints Procedure for our customers to use when lodging a complaint.

We value complaints as they assist us to improve on our services and customer service that we provide to our customers and members of the general public.

The National Road Fund Agency is committed to being responsive to the needs and concerns of our customers and our potential customers and to resolving their complaints as quickly as possible.

This policy has therefore been designed to provide guidance to both our customers and employees in the way the National Road Fund Agency receives and manages customers complaints. We are committed to being consistent, fair and impartial when handling complaints.

2.0 Objectives

The objective of this policy is to ensure that:

- i. Our customers are aware of our complaint lodgement and handling processes;
- ii. Both our customers and employees understand our complaints handling process;
- iii. Your complaint is investigated impartially with a balanced view of all information and evidence;
- iv. We take reasonable steps to actively protect your personal information;
- v. Your complaint is considered on its merits considering individual circumstances and needs.

3.0 Definition of a Complaint

In this policy a 'complaint' shall mean an expression of dissatisfaction by a customer relating to any service provided by the Agency.

4.0 How to lodge a Complaint

If you are not satisfied with our services, please let us know in one of the following ways:

4.1 Tolling related complaints (Toll Stations)

Stages

- i. Report complaint to the Senior Toll Collector at the Toll Station and feedback would be provided within 48 hours. If not satisfied with the feedback;

- ii. Contact the Manager- Road Tolling Operations and feedback would be given within 5 working days. If dissatisfied;
- iii. Contact Director Road Tolling and feedback would be provided within 5 working days. If dissatisfied;
- iv. Contact the Director/ CEO and feedback be provided within 5 working days.

4.2 Payments Related Complaints (Headquarters)

Stages

- i. Contact the Assistant Accountant and feedback would be provided within 48 hours. If dissatisfied;
- ii. Contact the Manager Finance and feedback would be provided within 48 hours. If dissatisfied;
- iii. Contact the Director Fund Management and feedback would be provided within 5 working days. If dissatisfied;
- iv. Contact the Director CEO and feedback would be provided within 5 working days.

4.3 Other Complaints

Stages

- i. Contact Administration Officer and feedback would be given within 48 hours. If dissatisfied;
- ii. Contact Manager Human Resource and Administration and feedback would be provided within 48 hours. If dissatisfied;
- iii. Contact the Director Corporate Services and feedback would be given within 5 working days. If still dissatisfied;
- iv. Contact the Director/CEO and feedback would be provided within 5 working days.

5.0 Complaint against a Member of Staff

If the complaint is about a member of our staff, we will treat the complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate the complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our member of staff member objectively by:

- i. informing them of any complaint about their performance;
- ii. Providing them with an opportunity to explain the circumstances;
- iii. Providing them with appropriate support;
- iv. Updating them on the complaint investigation and the result.

6.0 Complaints Under Investigation by a Regulator or Law Enforcement Agency

If the complaint that has been received is currently being investigated by a relevant Regulator or Law Enforcement Agency, the Agency may cease to take further action in relation to the complaint pending finalizations of their investigation. The NRFA will help the investigative wing if requested to do so and is deemed necessary.

Further, if you are dissatisfied with any other service provided by us, you should in the first instance consider speaking directly with the member of staff you have been dealing with. If you are not comfortable or consider the respective member of staff is unable to address your concerns, you can lodge a complaint with the Agency in one of the following ways:

- By Phone:** +260 211 – 253145/255660/250823
- Email:** nrfa@zamnet.zm or roadfund@nrfa.org.zm
- In Person at the:** National Road Fund House,
Plot 33 Fairley Road,
Ridgeway,
Lusaka
- In writing:** Director/CEO
National Road Fund Agency,
P. O. Box 50695
Lusaka

If we receive complaint verbally and we consider it appropriate, the Agency may ask the customer to put their complaint in writing.

When we are investigating a complaint, the Agency will be relying on information provided by the complainant and information that may already be in the custody of the Agency. The Agency may need to contact the complainant to clarify details or request for additional information where necessary. To help us investigate complaints in the shortest time possible and efficiently the Agency may request the complainant for the following information:

- i. Their name and contact details;
- ii. The name of the employee the complaint had been dealing with;
- iii. The nature of the complaint;
- iv. Details of any steps the complainant had already taken to resolve the complaint;
- v. Details of conversations the complainant may have had with the Agency that may be relevant to their complaint;
- vi. Copies of any documentation which may support their complaint.

7.0 Recording of complaints

When taking a complaint, the Agency shall record the complainant's name and contact details. We will also record all details of our customers complaint including the facts and the cause/s of the complaint, the outcome and any actions taken following the investigation of the complaint.

The Agency will also record all dates and times relating to actions taken to resolve the complaint and communications between the two (2) parties.

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

If a customer lodges a complaint, we will record their personal information solely for the purposes of addressing their complaint. Their personal details will actively be protected from disclosure, unless they expressly consent to its disclosure.

Where a third party, was involved in in the provision of the services, we may be required to speak with them to fully investigate your complaint.

8.0 Feed back to the complainant

The National Road Fund Agency is committed to resolving issues at the first point of contact; however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

In quest to provide an excellent service the Agency shall acknowledge receipt of our customers complaint and we shall undertake an initial review of the complaint.

There may be circumstances during the initial review or investigation of a complaint where we may need to clarify certain aspects of the complaint or request additional documentation from the customer. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide the customer with feedback on the status of their complaint at that time.

We are committed to resolving complaints within ten (10) working days of our customers lodging the complaint, however, this may not always be possible on every case. Hence, where are unable to resolve a complaint within ten (10) working days, we will inform the complainant the reason for the delay and specify the date when we would be able to finalize their complaint.

If we must sought clarification or additional documentation from the customer and we are waiting on them to provide this information, we may not be able to meet our ten (10) working days finalization commitment. In such circumstances upon receipt of their clarification or additional documentation we will indicate to them when we would to finalize their complaint.

Once we have finalized their complaint, we will advise them of our findings and any action we have taken. The feedback will be put in writing, unless it has been mutually agreed that it is provide verbally.

It should be noted that a customer will have the right to make enquiries about the current status of their complaint at any time by contacting us.

9.0 Our Six (6) Point Complaint Process

- We acknowledge:** Within two (2) working days of receiving a complaint we will acknowledge receipt of the complaint.
- We review:** We undertake an initial review of the complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
- We investigate:** Within ten (10) business days of receiving a complaint we will investigate the complaint objectively and impartially, by considering the information a customer has provided us. Our actions in relation to a customer's dealings with us and any other information which may be available, that could assist us in investigating a complaint
- We respond:** Following our investigation we will notify the complainant of our findings and any actions we may have taken regarding the complaint.
- We act:** Where appropriate we amend our business practices or policies.
- We record:** We will record the complaints for continuous improvement process and monitoring through regular review. The complainant's personal information will be recorded in accordance with relevant privacy legislation.

10.0 Policy Review

The policy must be strictly adhered to. The policy is subject to revision every two (2) years and as need arises due to the dynamic sphere in which the Agency is operating.

Nonetheless, any deviations from the policy must have Management's prior authorisation. Suggestions for change should be directed to the Director – Corporate Services for consideration. The feedback will be assessed to determine whether it indicates merely the need for clear interpretation or a modification of the policy. When it is the latter, a revised new policy will be developed. The revised policy will be discussed with staff where further explanation could be supplied and if required, useful suggestions collected for further action.

After incorporating useful suggestions at this phase, Senior Management shall then review the final proposal. Following any modification, the Chief Executive will present it to the Board of Directors for final approval.

11.0 Effective Date

1st January 2020

12.0 Board Approval

Board Chairperson: Mrs. Christabel Michel Banda

Signature: _____

Date: _____