

Ignite – National Technology Fund

Complaints Handling Procedure

- i. A complainant can file a complaint by post, email, or fax or else submit written complaint in person.
- ii. Complaint Form is available on the Ignite website (www.ignite.org.pk) in English. The complainant must attach a copy of their CNIC with their complaint, along with a supporting affidavit on Rs. 20/- stamp paper. The format of the affidavit is available on the Ignite website.
- iii. Complainant should ensure that content/complaint in question is not subjudice in any court of law or other legal forum.
- iv. The Ignite Complaint Section shall respond to complainant within 3 working days initially as an acknowledgement.
- v. After receiving the necessary documents / information from the complainant, Manager HR & Admin shall draft a preliminary report and send to CEO for further necessary action, with options and recommendation.
- vi. After getting direction from CEO, Manager HR & Admin will contact the department/ person against whom the complaint has been lodged and shall direct the person to submit a written reply or para wise comments as early as possible but maximum within 5 working days.
- vii. After evaluation of the complaint and the response submitted by the department/ person, Manager HR & Admin shall convey the response within an additional 3 working days to the Complainant after approval by CEO.

viii. The complainant will be informed about the status and disposal of the complaint.

- *Any anonymous complaint will not be entertained.*