

Ignite – National Technology Fund

Complaints Handling Procedure

- i. A complainant can file complaint either by post/ email / fax or in person submit written complaint.
- ii. Complaint Form is available at Ignite website (www.ignite.org.pk) in English. The complainant must attach a copy of CNIC with its complaint along with a supporting affidavit on Rs. 20/- stamp paper.
- iii. Complainant should ensure that content/complaint in question is not subjudice in any court of law or other legal forum.
- iv. 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 Admin & HR shall draft a preliminary report and sent to CEO for further necessary action.
- vi. After getting direction from CEO, Manager Admin & HR will contact the department/ person against whom the complaint has been lodged and shall direct the person to submit written reply or para wise comments within 10 working days.
- vii. After evaluation of the complaint and the response submitted by the department/ person, Manager Admin & HR shall convey the response within 10 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.***