



How to Submit a Complaint

Submit a complaint to the Trag Foundation, please follow the steps set out below.

1. Prepare Your Complaint

Please prepare the following information prior to submission:

- **Describe the issue:** Provide a detailed account of the situation giving rise to your complaint. Include all relevant facts, such as the date and location of the incident, the names of the persons involved (if known), and any other material details.
- **Evidence:** Compile all evidence supporting your complaint, such as documents, e-mail correspondence, photographs or witness statements.

2. Methods of Submission

A complaint may be submitted by the following ways:

- **Electronic form:** Visit the Trag Foundation website and send an e-mail to the dedicated address for complaint: zalbe@tragfondacija.org

3. Required Information

Your complaint must include the following information:

- **Who:** Provide the names of the persons involved, if known.
- **What:** Describe the situation or issue.
- **Where and when:** Include the date and location of the relevant events.
- **Evidence:** Provide all relevant evidence supporting your complaint.
- **Required documents:** Submit all documents required for the administrative acceptance of your complaint as specified during the process. Trag Foundation reserves the right to request additional documentation during the course of the process for the purposes of conducting its analysis; in such cases, the deadline for analysis, as well as the overall timeline for the complaints process, shall be extended by the number of days taken to provide the requested documentation.

Acknowledgement of Receipt and Process

Upon submission of your complaint, the following steps shall apply:

- **Acknowledgement of receipt:** Following submission, you will receive confirmation of receipt within 5 working days through email.
- **Complaints Officer:** The responsible person within Trag Foundation shall assume conduct of the complaints process and notify you.
- Analysis of the complaint
- Request for additional documentation, where necessary
- Decision by the Complaints Panel
- **Notification of outcome:** The complainant shall be notified of a positive or negative decision.

What happens if Your complaint Is rejected

If your complaint is rejected, the following options are available to you:

- **Notification of rejection:** The Trag Foundation shall provide you with a written statement of reasons.
- **Request for further explanation:** You may request further clarification regarding the decision.
- **Amicable dispute resolution:** You may initiate amicable dispute resolution proceedings with the assistance of a mediator through the Agency for Peaceful Settlement of Labour Disputes.
- **External legal remedies:** In the event of serious concerns, you may seek legal advice or initiate proceedings before the competent authorities.

Key Principles

- Fairness and impartiality are the governing principles of the complaints resolution procedure.
- All information shall remain confidential, irrespective of the outcome.

Standard Timeline

- **Acknowledgement of receipt:** Within 5 calendar days.
- **Initial assessment:** Ordinarily within 10 calendar days.
- **Investigation and deliberation:** May take up to 30 calendar days.
- **Final decision:** Ordinarily within 30 to 60 calendar days of submission.

This Guidance Note is intended to inform you of the complaints process and to ensure you are aware of all options available to you throughout that process.