

TRAG FOUNDATION COMPLAINTS POLICY

1. Introduction

Trag Foundation is committed to transparent, equitable, and accountable conduct in all aspects of its operations. This Policy provides a framework for the submission, processing, and resolution of complaints, enabling all interested parties to express their dissatisfaction or concerns regarding the Foundation's work. It covers matters related to grants, cooperation with civil society organizations, engagement with volunteers, mentors, and experts, the use of digital platforms (Združene, Fandrejzing, Aktivizam, and the official website), as well as public calls for suppliers and project partners.

2. Objective of the Policy

This Policy aims to:

- Ensure fair and transparent resolution of complaints;
- Enable all interested parties to raise their objections and complaints;
- Improve the quality of the Foundation's work through the analysis and resolution of complaints.
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3. Scope of the Policy

This Policy applies to all natural and legal persons that have a business or legal relationship with Trag Foundation, including grant recipients, volunteers, partners, suppliers, and users of the Foundation's digital platforms.

4. Definitions

- **Complaint:** A formal objection or grievance in connection with decisions, activities, or conduct of the Foundation or its representatives.
- **Complainant:** A natural or legal person who submits a complaint.
- **Complaints Administration Officer:** The individual or team within the Trag Foundation responsible for managing and resolving complaints.
- **Expert Persons:** External associates or a team participating in the decision-making process pursuant to a decision of the Foundation (lawyers, subject-matter experts, etc.).



- **Trag Foundation Complaints Team:** The team of members responsible for conducting the complaints resolution process.

5. Complaints Submission Procedure

5.1. Methods of Submission:

- **Online:** By completing the form on the Foundation's official website;
- **E-mail:** By submitting a complaint to zalba@tragfondacija.org;
- **Post:** By sending a letter to Trag Foundation, 45 Kraljice Natalije Street, Belgrade, Serbia.

5.2. Required Content of a Complaint:

- Full name and contact details of the complainant;
- Name of the legal entity, only where the complaint is submitted by a legal person;
- Address of the complainant;
- Registered seat of the legal entity, only where the complaint is submitted by a legal person;
- Description of the issue or circumstances giving rise to the complaint;
- Date and time of the relevant event (where applicable);
- Supporting evidence or relevant documentation;
- Statement of the legal representative, only where the complaint is submitted by a legal person;
- Proposed or expected resolution.

6. Processing of Complaints

6.1. Receipt and Acknowledgement: The Foundation shall acknowledge receipt of a complaint within five (5) calendar days.

6.2. Review of the Complaint: The complaint shall be referred to the appropriate team for further investigation, which shall include consultations with the parties involved and a review of the relevant documentation.

6.3. Resolution Timeframes: The Foundation shall endeavour to resolve complaints within the timeframes set out in the following schedule:

Activity	Timeframe
Verification of the validity of the complaint upon receipt	5 days
Evaluation of the merits of the complaint	Up to 10 calendar days
Analysis and decision-making	Up to 30 calendar days
Issuance of a decision	Up to 60 calendar days
Notification of the decision issued	Up to 5 calendar days

6.4. Decision and Notification: The complainant shall be informed of the outcome of the review and the planned steps for resolving the matter within the timeframes set out above.

7. Monitoring and Reporting

7.1. Record-Keeping: All complaints shall be recorded in an internal database (the Complaints Register), together with details of the review and resolution.

7.2. Annual Report: The Foundation shall prepare an annual report summarizing complaints received, their outcomes, and recommended amendments to policy.

8. Confidentiality

All data and information relating to complaints shall be treated as confidential, except where otherwise required by law. Trag Foundation shall ensure that all data relating to complaints is treated as confidential and accessible only to persons directly



involved in the complaints resolution process. The confidentiality of such data is governed by Trag Foundation's Privacy Policy, available [here](#).

9. Amendments to the Policy

Trag Foundation reserves the right to amend this Policy for the purpose of improving processes and ensuring a more effective response to complaints. All amendments to the Policy shall be published on the Foundation's official website and communicated by e-mail to all relevant parties, including grant recipients, partners, suppliers, volunteers, and all other interested parties.

Notice of any amendments shall be issued no later than fifteen (15) calendar days from the date on which the amendment is adopted, so as to ensure that all parties are informed in a timely manner and are able to adapt to the new rules and procedures.

10. Contact Information

For any additional information, inquiries, or clarifications regarding the complaints submission and resolution process, please contact the relevant persons through the following channels:

- **E-mail:** zalba@tragfondacija.org
- **Address:** 45 Kraljice Natalije Street, 11102 Belgrade, Serbia

Trag Foundation

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