FEEDBACK POLICY & PROCEDURE REPORT

NEW SUPER STAR MANPOWER (PRIVATE) LIMITED.

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New Super Star Manpower (Pvt) Ltd. (L.L.No-2517)

(Manpower Suppliers for garment factories)

Company Policy For Feedback & Procedures.

THE COMPANY.

It is with great pleasure and privilege that we introduce New Super Star Manpower (Pvt) Ltd, being a limited liability company in Sri Lanka manage to achieve 4 star grade by the government of Sri Lanka in recognition of the dedicated service in the field of manpower recruitment agency services rendered to the foreign companies by providing the service of skilled, disciplined and hard working employees. We are registered in Sri Lanka under labor license No.2517 issued by the Sri Lanka Bureau of Foreign Employment (SLBFE) in the year 1999.

Introduction.

New Super Star keep the contacts with all the deployed workers and process worker and employer feedback for effective resolution.

The Complaints and Feedback Policy includes all details for making complaints, the investigation and resolution process and the way the information will be shared and used by **New Super Star** to both correct and improve services. Complaints are accepted from all deployed workers, families, employers and other stakeholders.

1. Policy

It is the policy of **New Super Star** to have a clear and transparent feedback policy and procedure process in place for all deployed workers, families, employers and other stakeholders.

It is the responsibility of the Managing Director and all staff to ensure that the policy is followed, and all complaints are dealt with in a respectful and fair manner.

Management Team will be responsible for the investigation, resolution and documentation of all complaints received by the agency. The Management Team will also be responsible for ensuring that the Complaints and Feedback Policy is reviewed and updated as appropriate.

New Super Star will ensure the following points are adhered to:

- Information about how to make a complaint is readily available to all deployed workers, families, employers and other stakeholders of the agency.
- All **New Super Star** employees will be trained in the complaint procedure through their initial induction into the organization .
- Any person wishing to make a complaint will be given the necessary information that they need to make the complaint. All employees of the organization will be able to provide the relevant information to the relevant party on request.
- Complaints may be made verbally, in writing or any other way that suits the needs of the complainant. Where a complaint is made other than in writing **New Super Star** employees taking the complaint will record the complaint immediately and ensure that the details are correct by checking them with the complainant.
- Complaints may be made anonymously and will treated in the same way as any other complaint.
- Any person wishing to make a complaint will be offered support and assistance to make the complaint. If they prefer to **New Super Star** will ensure that an external person is available to assist in making the complaint if the person prefers.
- **New Super Star** is aware that at times the process for the complaint making may need to be flexible to suit the nature of the complaint and the person making the complaint. **New Super Star** will take all reasonable steps to ensure that the complaint making process is suited to the complaint and the person making the complaint.
- All people involved or impacted in any complaint made will be kept informed as to the progress of the complaint investigation and the resolution process.
- **New Super Star** will ensure that all people making a complaint are treated with due respect. Information will be shared with them openly and no adverse action will be taken against any complainant.
- All complaints will be acknowledged when they are made.

- All information contained within a complaint will be kept confidential and will only be disclosed if required by law or other appropriate circumstances.
- Where a complainant wishes to escalate their complaint, **New Super Star** will provide support and assistance to the complainant.
- **New Super Star** will ensure that the Complaints and Feedback Policy and Procedure is reviewed and updated regularly and in accordance with the organization's Continuous Improvement Policy.
- **New Super Star** will maintain all complaint records for a period of 7 years and will ensure that all complaint details are collated to show improvement and how the complaint data is used for the betterment of the organisation and service delivery. Where there is a repeated complaint issue, the organisation will investigate the best way to mitigate the complaint and resolve the issue.

It is policy of **New Super Star** to collect feedback from for all deployed workers, families, employers and other stakeholders. The feedback can be obtained either verbally, on the Survey Forms or in the form of a written testimonial.

All feedback and compliments will be recorded. Feedback will be collated and used as a tool for improvement and growth as well as a way to positively reinforce practices and services.

2 Procedure

The following procedure will be followed when a complaint is made:

- Listen to the employee or employer completely and do not interrupt them. Everyone needs to be heard.
- Acknowledge the party's concern by expressing your understanding of the problem.
- Apologize sincerely for the party's dissatisfaction and let them know that you want to help them receive a favourable outcome.
- Provide the party with Complaints Policy Brochure and any other information they may need to make a complaint.

- Record the details of the complaint or provide the complaint form to the client to complete.
- A member of the Management Team will investigate the complaint and notify those involved or impacted of progress.
- The Complaint is resolved and information is shared with the complainant and those involved or impacted by the complaint.
- The complaint is recorded in the appropriate register, finalized and tabled at the next suitable meeting for discussion and further investigation into resolutions and improvements if indicated.

Approved & Endorsed By

Managing Director
New Super Star Manpower (Pvt) Ltd

Revised On 06th April 2025