



COMPLAINTS HANDLING POLICY

The Solar Fund (Fiji) Limited

The contents of this document are the property of The Solar Fund (Fiji) Limited and are strictly confidential. No part of this document may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of The Solar Fund (Fiji) Limited.

Table of Contents

1. Introduction	2
2. Purpose.....	2
3. General Principles	2
4. Complaints Handling Process	2
5. Confidentiality and Privacy	3
6. Review and Alteration of Policy	3
7. Document History and Version Control.....	3

1. Introduction

The Solar Fund (Fiji) Limited (hereinafter referred to as "the Company") is established as a company limited by guarantee with no shares, which was incorporated under the Fiji Company Act on 7 August 2024.

The Company's purpose is to provide renewable power solutions to remote and rural Fijian communities and schools, focusing on the maintenance and repair of installed solar panels, including those on the outer islands of Rabi, Kioa, and Fiji maritime islands. Its mission is twofold: reducing carbon emissions and enhancing educational opportunities in targeted remote and rural communities.

This Policy is adapted from Its Time Foundation policies for The Solar Fund (Fiji) Limited.

2. Purpose

The purpose of this Complaints Handling Policy is to:

- Ensure that complaints are investigated and resolved in a timely manner, maintaining customer satisfaction and trust.
- Ensure transparency and accountability for handling complaints, ensuring that customers know how their issues will be managed and who is responsible for resolving them.
- Provide guidelines to ensure that all employees, volunteers and contractors adhere to this policy and is mandatory for all relevant parties.

3. General Principles

The following principles govern this policy of the Company:

- Treat all complaints impartially and without bias and ensure that The Solar Fund (Fiji) staff, representatives, contractors or other parties related to the activities of The Solar Fund (Fiji) are expected to perform their duties within all applicable laws and with respect for all stakeholders regardless of status, race, gender, age or beliefs.
- Protect the privacy of the complainant and maintain confidentiality throughout the process.
- Show empathy and understanding towards complainants and take their concerns seriously.
- Maintain records of complaints and their resolutions as required by relevant authorities.

4. Complaints Handling Process

1. Any identified or perceived inappropriate behaviour of any kind can and should be reported to via email to: thefund.fj@gmail.com and copied to email: admin@iitime.org (Its Time Foundation).
2. Anonymous reports can be submitted with sufficient information to allow the incident to be investigated.
3. The CEO will be responsible for the efficient handling and investigation of the complaint received.
4. Complaints will be investigated by the Chairperson of the Company (and Its Time Foundation should the complaint be against the Chairperson).
5. The complaint and resultant actions will be tabled as an Agenda item at the next board meeting where the Company Secretary will be notified for its inclusion before the meeting at which it is to be considered.
6. Where appropriate the result of the investigation will be conveyed to the complainant.
7. If required, and where complainants are not satisfied with the internal resolution process, they may request contact information for external agencies or bodies to assist with the complaint.

5. Confidentiality and Privacy

- All complaints and the information of complainants will be handled with the highest level of confidentiality.
- We are committed to protecting the privacy of all individuals who submit complaints.
- Only authorized personnel involved in the resolution process will have access to the details of a complaint.
- The Solar Fund (Fiji) Limited will ensure that all personal information obtained during the complaints handling process is used and stored in accordance with relevant privacy laws and regulations.
- We will take all necessary measures to safeguard personal data and uphold our commitment to privacy and data protection standards.

6. Review and Alteration of Policy

- This Policy may be reviewed annually as needed.
- This Policy can be amended or rescinded by a resolution passed by the Directors.
- Any proposed amendment will set out the purpose of the proposed amendment will be sent to the Company Secretary 30 days before the meeting at which it is to be considered, to enable proposed amendments and alterations being included into the Board Meeting Agenda.

7. Document History and Version Control

Version Number	Date Issued / Reviewed	Effective Date	Amendments Description / Review Details
Draft 2	29 November 2024	TBC after Board approves	<ul style="list-style-type: none"> • Draft 1 initial documentation adapted from Its Time Foundation policy and following discussions with Founder of Its Time Foundation. • Draft 2 document updated by Insight Business Advisory Pte Ltd for The Solar Fund (Fiji) Limited Board review and adoption at its December 2024 Board meeting.
V1.0	24 December 2024	24 December 2024	Version 1.0 baselined following The Solar Fund (Fiji) Limited's board approval at their Board meeting held on 9 December 2024. Document V1.0 submitted on 24 December 2024 to Tamara Smith, Board Secretary and Rob Edwards, Founder and Director of The Solar Fund (Fiji) Limited for filing and document control going forward.