

Complaints Policy, Feedback, and Whistleblowing

Procedure for providing feedback, complaints, or any other concerns.

At the Integra Foundation, we view feedback as an opportunity to learn, improve, and rectify issues concerning the person or entity who has lodged the complaint.

With this policy, the Integra Foundation aims to:

- Provide everyone with the opportunity to submit complaints, feedback, or any concerns directed towards the Integra Foundation or its employees and volunteers.
- Publish a clear and user-friendly procedure for submitting complaints, feedback, or concerns.
- Ensure that Integra Foundation employees know what to do when they receive a complaint or any feedback.
- Ensure that all complaints and concerns are investigated fairly and promptly.
- Ensure that all complaints and concerns are resolved whenever possible, and that damaged relationships are restored.
- Gather information that helps us improve what we do.

A complaint is any expression of dissatisfaction, whether justified or not, towards the Integra Foundation, its employees, or volunteers. In the case of any complaints, you can follow the steps below (see the section "How to Submit a Complaint"). Any other feedback or concerns can be raised in the same manner as complaints.

Whistleblowing

The Integra Foundation considers transparency to be a key requirement for its functioning. Therefore, if anyone has any concerns or reasonable suspicions regarding the conduct of employees or volunteers, such as the commission of a crime involving bribery, corruption, or indirect corruption, please contact us via email at staznosti@integra.sk.

Who can submit a complaint?

Complaints, feedback, or any concerns towards the Integra Foundation can be submitted by any individual or organization.

How to submit a complaint?

Complaints can be submitted orally or in writing via email.

1. Complaints, feedback, or concerns can be sent by email to staznosti@integra.sk, which is managed by the director of the Integra Foundation or an authorized person designated by them.

2. Oral complaints, feedback, or concerns can be made in person to any employee of the Integra Foundation, and once recorded, they will be passed on to the director of the Integra Foundation.

Complaints, feedback, and other concerns are handled by the director of the Integra Foundation or a designated person.

Complaints, feedback, and other concerns are a priority, and the Integra Foundation processes them as soon as possible, within a maximum of 10 working days from the date of submission. If a complaint cannot be resolved within 10 working days, the Integra Foundation will inform the complainant about it.

Confidentiality

All information regarding complaints will be handled confidentially, with the Integra Foundation only disclosing it to those who need to know, while adhering to all relevant requirements for the protection of personal data.