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CGSSOCA
Operating Manual
Procedure for Handling complaints

Doc. No. OM-19
Rev No: 00
Rev. Date:26.06.26

Complaints regarding/against CGSSOCA (Staff)

Complaints against CGSSOCA or its staff can be lodged in writing. Complaints may address incidents in which staffs have:

- Given preferential treatment to any person
- Impeded government efficiency or economy
- Lost complete independence or impartiality
- Made a department decision outside of official channels
- Otherwise adversely affected the public confidence or the integrity of CGSSOCA and its services

A record of complaints can be kept as follow

Date and Name of Complainant	Type of Complaint	Standard (NPOP)	Resolution of complaint	Notification to complainer sent on dated	Remarks and Signature