

**Complaints handling Procedure**

- i. A complainant can file complaint either by post / telephone/ email / fax or in person as per convenience.
- ii. **Complaint Form** is available at USF Co website ([www.usf.org.pk](http://www.usf.org.pk)) in Urdu/ English. The complainant must attach a copy of CNIC with its complaint.

**OR**

- iii. Complaint can also be filed on a plain paper with a supporting affidavit regarding the veracity of the contents that the matter in question is not subjudice in any court of law or other legal forum. The Complainant must also attach the CNIC with its Complaint.
- iv. Complaint Section shall contact the complainant within 5 working days after receiving the complaint for further information and necessary documents.
- v. After receiving the necessary documents / information from the complainant, Manager Complaints & Enforcement draft a preliminary report and sent to competent authority for further necessary action.
- vi. After getting direction from competent authority, Manager Complaints & Enforcement will contact the Agency / Person against whom the complaint has been lodged and shall direct the Agency / Person to submit written reply or para wise comments within 5 working days.
- vii. After evaluation of the complaint and the response submitted by the Agency / Person, Manager Complaints & Enforcement shall pass an appropriate order within 5 working days.
- viii. The complainant will be informed about the status and disposal of the complaint.