

Quality Management

Complaint Management and Quality
Assurance Manual – G2P Africa

G2P-QM-QAM-2023

1-Introduction

G2P Africa is a private consulting firm that specializes in sustainable development and environmental project management. The company partners with national, regional, and international organizations to design, implement, and evaluate projects that promote environmental protection, green business incubation, and resource mobilization from international climate and development funds. Its areas of expertise include project design and management, fundraising, institutional development, governance, environmental impact assessments, and capacity building.

The purpose of this Quality Management Document is to establish a structured framework that ensures consistency, transparency, and accountability in all aspects of service delivery.

It provides clear processes and responsibilities for handling customer complaints while embedding them within G2P Africa's broader commitment to quality assurance and continuous improvement.

This document aligns with internationally recognized quality management principles and reflects G2P Africa's mission to deliver innovative, reliable, and sustainable solutions.

It sets out the **policies, objectives, and procedures** that guide employees, management, and partners in their daily operations, with a particular emphasis on customer satisfaction, impartiality, and confidentiality.

By implementing this **Quality Management framework**, G2P Africa reaffirms its dedication to:

- Building trust with its clients and partners through responsive and fair practices.
- Strengthening accountability and transparency by involving an independent third-party (NGO Concept) in complex or disputed cases.
- Continuously improving its services through systematic review of complaints, performance monitoring, and corrective actions.

This introduction provides the foundation for the following sections, which detail the scope, governance, processes, and performance measures that together form G2P Africa's Quality Management system.

2-Scope

This Quality Management Document applies to all activities, services, and processes undertaken by G2P Africa in the course of its operations. It provides a structured approach to ensure that client expectations are met with professionalism, impartiality, and accountability, while embedding continuous improvement into the organization's culture.

2.1 - Services Covered

The framework applies to the full range of services provided by G2P Africa, including but not limited to:

- **Training and capacity building** – delivery of workshops, seminars, and tailored learning sessions.
- **Consulting services** – advisory work in project design, fundraising, institutional development, governance, and environmental management.
- **Technical support** – assistance with project monitoring, evaluation, and implementation.
- **Administrative support** – guidance and facilitation in relation to financial resource mobilization, project documentation, and compliance requirements.

2.2 - Processes Included

The scope covers:

- **Customer complaint management** (receipt, registration, analysis, resolution, escalation, closure, and archiving).
- **Corrective and preventive actions** aimed at resolving root causes of non-conformities.
- **Performance monitoring** through defined indicators and reporting mechanisms.
- **Continuous improvement mechanisms** such as monthly reviews, audits, and annual reporting with NGO Concept.

2.3 - Stakeholders Involved

The Quality Management framework applies to all relevant actors, including:

- **G2P Africa clients** (national, regional, and international organizations).
- **Internal teams** (management, quality manager, and customer service staff).
- **External oversight partner** (NGO Concept as an independent mediator and guarantor of fairness).
- **Partners and collaborators** engaged in service delivery.

2.4 - Exclusions

This document does not cover:

- Complaints or disputes unrelated to G2P Africa's services.
- Issues outside the organization's contractual obligations or scope of expertise.
- Grievances falling under legal or regulatory authorities beyond G2P Africa's mandate.

3-Quality Policy & Objectives

3.1 - Quality Policy

G2P Africa is committed to delivering high-quality, reliable, and sustainable services that meet and exceed client expectations. Our approach to quality is guided by the principles of impartiality, transparency, confidentiality, and continuous improvement.

We believe that quality management is not limited to compliance, but is a strategic driver of trust, innovation, and long-term partnerships. To this end, G2P Africa pledges to:

- Provide services that are consistent, professional, and customer-oriented across all areas of operation.
- Ensure that all complaints are handled with fairness, impartiality, and within established timelines.
- Involve an independent third party (NGO Concept) when mediation is necessary, thereby reinforcing transparency and accountability.
- Safeguard confidentiality and data protection in compliance with applicable laws and regulations.
- Continuously improve organizational processes through regular monitoring, performance reviews, and corrective actions.

This policy is communicated to all staff, clients, and partners to ensure collective ownership of quality. It is reviewed annually to reflect evolving needs, standards, and stakeholder expectations.

3.2 Quality Objectives

To put the policy into practice, G2P Africa sets measurable quality objectives, which are monitored and reviewed on a regular basis. These include:

- **Customer Satisfaction**
 - Achieve a client satisfaction rate of at least 90% as measured through post-resolution surveys.

- **Efficiency in Complaint Resolution**
 - Respond to all complaints within 24 hours of receipt.
 - Resolve 80% of complaints within the standard processing time of 7 to 14 working days.
- **Transparency and Oversight**
 - Refer 100% of unresolved disputes to NGO Concept for independent mediation.
 - Publish an annual anonymized report on complaints handled, in collaboration with NGO Concept.
- **Continuous Improvement**
 - Conduct monthly reviews of all complaints to identify recurring issues and improvement opportunities.
 - Implement at least two systemic corrective actions per year to prevent recurrence of major non-conformities.
- **Staff Capacity Building**
 - Ensure that all customer-facing staff receive annual training in quality management and complaint handling.

4-Governance & Roles

Effective governance is essential for ensuring the integrity, accountability, and efficiency of G2P Africa's Quality Management System (QMS). Clear roles and responsibilities are defined to guarantee that each actor contributes to the consistent delivery of high-quality services and fair resolution of customer complaints.

4.1 - Governance Principles

The governance of the QMS is based on the following principles:

- Accountability – Management bears ultimate responsibility for the system's performance.
- Transparency – Processes and decisions are documented and communicated clearly.
- Impartiality – Complaint handling and quality oversight are conducted fairly, without conflict of interest.
- Participation – All staff, clients, and partners are stakeholders in the pursuit of continuous improvement.

4.2 - Roles and Responsibilities

a) Management (G2P Africa)

- Define and approve the Quality Policy and objectives.
- Allocate resources (human, technical, financial) necessary to implement and maintain the QMS.
- Validate corrective and preventive actions proposed by the Quality Manager.
- Review quality performance reports during management reviews (at least annually).
- Foster a culture of accountability and quality awareness across the organization.

b) Quality Manager (Mr. Boubacar SOW)

- Act as the custodian of the QMS, ensuring compliance with standards and internal procedures.
- Oversee the registration, analysis, and resolution of complaints.
- Lead investigations, root cause analysis, and development of solutions.
- Monitor KPIs, generate quality reports, and propose corrective actions.
- Serve as the main liaison between G2P Africa, NGO Concept, and clients on quality-related matters.
- Provide training and awareness sessions on quality management to staff.

c) Customer Service (G2P Africa)

- Serve as the first point of contact for customers submitting complaints.
- Acknowledge receipt of complaints within 24 hours and ensure accurate logging in the complaint register.
- Conduct preliminary analysis and, if necessary, gather supporting information.
- Forward unresolved or complex cases to the Quality Manager for deeper investigation.
- Ensure proper communication with customers throughout the process.

d) NGO Concept (Independent Oversight Partner)

- Act as an impartial third party in cases where internal resolution is not achieved.
- Review unresolved complaints and issue binding recommendations within five (5) working days.
- Monitor compliance with G2P Africa's commitments to fairness and transparency.
- Publish an annual anonymized report summarizing complaint cases and outcomes.
- Provide recommendations to strengthen G2P Africa's QMS based on observed trends.

e) All Staff Members

- Comply with the Quality Policy and procedures in their daily activities.
- Report any observed non-conformities, risks, or improvement opportunities.
- Participate in training and awareness programs related to quality management.
- Contribute actively to a culture of customer orientation and continuous improvement.

4.3 - Escalation Matrix

To ensure timely and effective resolution of complaints, the following escalation hierarchy applies:

1. Customer Service → Receives and registers the complaint.
2. Quality Manager → Investigates and proposes solutions for unresolved or complex cases.
3. Management → Validates corrective actions and systemic solutions.
4. NGO Concept → Provides independent mediation if the client rejects the proposed resolution.

5-Complaint Management Procedure

G2P Africa has established a dedicated procedure for the reception, analysis, resolution, and closure of customer complaints. This procedure is documented separately in the Customer Resolution Document – Complaint Management Procedure (Ref: G2P-QM-CM).

The procedure defines:

- Complaint reception channels and acknowledgment timelines.
- Roles and responsibilities of Customer Service, the Quality Manager, and NGO Concept.
- Investigation, resolution, and escalation processes.
- Communication requirements with clients.
- Documentation, archiving, and continuous improvement measures.

For full details of the step-by-step process, including timelines and escalation mechanisms, stakeholders are referred to the specific Complaint Management Procedure document.

This Quality Management Document integrates the complaint procedure as part of the broader Quality Management System, ensuring consistency with G2P Africa's Quality Policy, objectives, and continuous improvement practices.

6-Documentation & Records

Proper documentation and record-keeping are essential to ensure the traceability, accountability, and transparency of G2P Africa's Quality Management System (QMS). All documents and records related to quality and complaint management must be maintained in a secure, accessible, and confidential manner.

6.1 - Purpose of Documentation

The documentation system serves to:

- Provide evidence of compliance with G2P Africa's Quality Policy and procedures.
- Ensure consistent handling of complaints and corrective actions.
- Facilitate monitoring, reporting, and continuous improvement.
- Guarantee accountability to clients, partners, and oversight bodies.

6.2 - Types of Records Maintained

The following records must be created and retained:

- Complaint Register: Centralized log of all complaints received, including date, type, client details, description, responsible actor, status, resolution, and closure date.
- Acknowledgment of Receipt: Standardized communication confirming receipt of complaint.
- Investigation Reports: Documentation of fact-finding, evidence reviewed, and analysis conducted by the Quality Manager.
- Resolution Records: Details of corrective actions, preventive measures, and communication to the client.
- Mediation Outcomes: Decisions and recommendations issued by NGO Concept in case of escalated disputes.
- Customer Feedback Forms: Post-resolution satisfaction surveys completed by clients.
- Performance Reports: Monthly and annual summaries of complaints, trends, and corrective actions.
- Training Records: Evidence of staff participation in quality and complaint-handling training.

6.3 - Record Management Requirements

- Format: Records may be kept electronically (preferred) or in paper form, provided they remain legible, accessible, and secure.
- Retention Period: Complaint-related records must be kept for a minimum of five (5) years unless otherwise required by law or contractual obligations.
- Confidentiality: All records must be handled in compliance with applicable data protection laws. Access is limited to authorized personnel only.
- Version Control: All templates and forms must have clear version numbers, approval dates, and authorship.
- Archiving: Closed cases are archived monthly, and files are securely stored in G2P Africa's quality management database.

6.4 - Templates and Tools

To ensure standardization, G2P Africa maintains the following templates:

- Complaint Form
- Complaint Log Template
- Investigation Report Template
- Resolution Communication Template
- Satisfaction Survey Form

These templates are reviewed annually by the Quality Manager and updated as necessary to reflect evolving best practices.

7-Performance Monitoring & KPIs

To ensure the effectiveness of the Quality Management System (QMS), G2P Africa monitors its performance through clearly defined Key Performance Indicators (KPIs). These indicators provide measurable evidence of progress toward the organization's quality objectives and enable informed decision-making for continuous improvement.

7.1 - Purpose of Monitoring

Performance monitoring allows G2P Africa to:

- Evaluate compliance with quality policies and procedures.
- Measure customer satisfaction and identify service gaps.
- Detect recurring issues and systemic weaknesses.
- Provide accountability to clients, partners, and oversight bodies such as NGO Concept.
- Drive continuous improvement initiatives across all services.

7.2 - Key Performance Indicators

The following KPIs are monitored on a monthly and annual basis:

1. Complaint Management Efficiency
 - % of complaints acknowledged within 24 hours.
 - % of complaints resolved within 7–14 working days.
 - % of unresolved complaints referred to NGO Concept.
2. Customer Satisfaction
 - Average satisfaction score from post-resolution surveys.
 - % of clients rating the resolution process as “satisfactory” or higher.
3. Corrective and Preventive Actions
 - Number of corrective actions implemented per quarter.
 - % of corrective actions closed within planned timelines.
 - % of recurring complaints reduced compared to previous reporting periods.
4. Transparency and Accountability
 - Publication of annual anonymized complaint report in partnership with NGO Concept.
 - % of recommendations from NGO Concept implemented by G2P Africa.
5. Staff Training & Awareness
 - % of staff trained annually in quality management and complaint handling.
 - Average training hours per employee per year.

7.3 - Reporting Mechanisms

- Monthly Reports: Prepared by the Quality Manager, shared with management, including a dashboard of KPIs.
- Quarterly Reviews: Management reviews to evaluate trends, root causes, and corrective actions.
- Annual Report: Published in collaboration with NGO Concept, summarizing complaint management statistics, lessons learned, and improvement initiatives.

7.4 - Review & Continuous Adjustment

KPIs are reviewed annually to ensure they remain relevant, measurable, and aligned with G2P Africa’s strategic goals. If necessary, new indicators are introduced to address emerging priorities or risks.

8-Continuous Improvement

Continuous improvement is at the core of G2P Africa's Quality Management System (QMS). It ensures that lessons learned from daily operations, customer feedback, and complaint management are systematically integrated into organizational practices. This approach strengthens service delivery, increases client satisfaction, and reinforces accountability.

8.1 - Objectives of Continuous Improvement

The objectives are to:

- Identify and eliminate the root causes of recurring issues.
- Enhance the efficiency and effectiveness of processes.
- Increase customer satisfaction and trust.
- Foster a culture of innovation and learning within the organization.

8.2 - Mechanisms for Continuous Improvement

1.Regular Complaint Reviews

- Monthly analysis of all complaints to identify trends and systemic issues.
- Categorization of complaints to detect recurring challenges.
- Action plans developed and tracked to address identified weaknesses.

2.Corrective and Preventive Actions (CAPA)

- Implementation of corrective actions to resolve non-conformities.
- Preventive measures introduced to avoid recurrence of similar issues.
- Monitoring of CAPA effectiveness through follow-up assessments.

3.Internal Audits

- Scheduled audits conducted by the Quality Manager to evaluate compliance with QMS requirements.
- Audit findings documented and translated into improvement measures.
- Corrective actions monitored until closure.

4.Independent Oversight (NGO Concept)

- NGO Concept's mediation outcomes and recommendations provide an external perspective.
- Annual anonymized report used as a tool to strengthen transparency and accountability.

5.Management Reviews

- Annual reviews conducted by G2P Africa's management team.
- Evaluation of performance reports, KPI results, audit findings, and client feedback.
- Strategic decisions taken to align quality goals with organizational objectives.

6. Staff Engagement & Training

- Regular training programs to build capacity in quality and complaint handling.
- Encouragement of staff suggestions and feedback for improvement.
- Recognition of staff contributions to process enhancement.

8.3 - Documentation of Improvements

All improvement initiatives, corrective actions, and preventive measures are formally documented, tracked, and reviewed. This ensures traceability and accountability in the continuous improvement process.

9-Risk Management

Risk management is an integral part of G2P Africa's Quality Management System (QMS). It ensures that potential threats to service quality, customer satisfaction, and organizational reputation are identified, assessed, and mitigated before they materialize. By proactively managing risks, G2P Africa reinforces its commitment to accountability, transparency, and continuous improvement.

9.1 - Objectives of Risk Management

- Prevent disruption in complaint handling and service delivery.
- Minimize the likelihood of recurring or unresolved issues.
- Protect G2P Africa's reputation and client trust.
- Ensure compliance with applicable regulations and contractual obligations.
- Provide a structured approach to identifying, evaluating, and addressing risks.

9.2 - Key Risks Identified

1. Delayed Complaint Resolution – Risk of non-compliance with established timelines (7–14 working days).
2. Ineffective Investigations – Incomplete or inaccurate fact-finding leading to poor-quality resolutions.
3. Client Dissatisfaction – Risk of erosion of trust if complaints are not handled fairly or transparently.
4. Data Protection Breaches – Unauthorized disclosure of personal or sensitive client information.
5. Dependency on External Oversight – Over-reliance on NGO Concept without strengthening internal capacity.
6. Reputation Risk – Negative impact on G2P Africa's credibility in case of repeated unresolved or mishandled complaints.

9.3 - Preventive and Mitigation Measures

- Timeliness Controls: Automated tracking of deadlines and escalation alerts to avoid delays.
- Standardized Investigations: Use of templates and checklists to ensure completeness and consistency in investigations.
- Customer Communication: Regular updates to clients throughout the resolution process to maintain transparency.
- Data Security Protocols: Secure storage of complaint records, access restricted to authorized personnel, and compliance with data protection laws.
- Capacity Building: Ongoing training for staff to reduce dependency on external oversight.
- Reputation Safeguards: Proactive publication of anonymized complaint reports and evidence of corrective actions.

9.4 - Monitoring and Review

- Risks are reviewed during monthly quality meetings and annual management reviews.
- A risk register is maintained by the Quality Manager, documenting identified risks, likelihood, impact, and mitigation measures.
- Emerging risks are assessed promptly, and the risk register is updated accordingly.

10-Training & Awareness

Effective complaint management relies on the capacity and awareness of all staff, as well as clear communication with clients. G2P Africa is committed to building a culture of quality through continuous training and education.

Staff Training on Complaint Handling Procedures

- All customer-facing staff and managers receive annual training on the complaint management process, including registration, investigation, escalation, and closure.
- Training emphasizes impartiality, fairness, and timely resolution, as well as the use of standardized templates and communication protocols.
- Refresher sessions are provided whenever procedures are updated or gaps are identified through monitoring.

Communication of Quality Policy Internally and Externally

- The Quality Policy is disseminated to all staff through onboarding, internal workshops, and regular quality meetings.
- Externally, the policy is made available to clients and partners via G2P Africa's website, project documentation, and public reports to reinforce transparency and accountability.

Client Education on How to Submit Complaints

- Clients are informed about complaint submission channels (email, hotline, web form) at the start of all engagements.
- Step-by-step guidance on filing a complaint is provided in client contracts, orientation materials, and on the company website.
- NGO Concept's role as an independent oversight body is explained to ensure clients are aware of their rights and the fairness of the process.

11-Confidentiality & Data Protection

The protection of client information is a fundamental principle of G2P Africa's Quality Management System (QMS). All data collected and processed during the complaint management process is handled with the highest level of confidentiality, integrity, and security, in line with applicable national and international regulations.

Principles of Data Privacy

- Personal data is processed lawfully, fairly, and transparently, strictly for the purpose of complaint resolution.
- Data collection is limited to what is necessary, and sensitive information is only shared with authorized personnel involved in the resolution process.
- Clients retain full rights over their personal data, including the right to access, rectify, and request deletion, in accordance with applicable data protection laws (e.g., GDPR if applicable).

Anonymization of Data in Reporting

- All internal performance reports and public annual reports anonymize personal identifiers to protect client privacy.
- Complaint statistics and trends are presented in aggregate form, ensuring that no individual client can be identified.
- NGO Concept, as the independent oversight partner, also applies anonymization protocols in its annual reporting.

Secure Storage and Retention Policy

- Complaint records are stored in a secure electronic database with restricted access, protected by password controls and encryption.
- Physical records (if any) are kept in locked storage accessible only to authorized staff.
- Data retention follows a five (5) year minimum period unless otherwise required by law or contractual obligations. After expiry, records are securely deleted or destroyed.
- Periodic audits are conducted to ensure compliance with data protection protocols and identify opportunities for strengthening information security.

By implementing these measures, G2P Africa ensures that confidentiality and data protection are embedded in every stage of the complaint management process, safeguarding client trust and organizational integrity.

12-Reporting & Communication

Transparent and consistent reporting ensures that complaint management remains accountable to clients, management, and external stakeholders. G2P Africa uses structured communication mechanisms to monitor performance, demonstrate integrity, and foster continuous improvement.

Monthly Internal Reports to Management

- The Quality Manager prepares monthly dashboards summarizing key indicators, including:
 - Number of complaints received, resolved, and pending.
 - Average resolution time and compliance with timelines.
 - Recurring issues and corrective actions taken.
 - Client satisfaction scores from post-resolution surveys.
- Reports are reviewed by management to identify trends, allocate resources, and prioritize systemic improvements.

Annual Public Report (via NGO Concept)

- In partnership with NGO Concept, an anonymized annual report is prepared and shared with external stakeholders.
- This report includes:
 - Aggregated statistics on complaints and resolutions.
 - Escalations handled by NGO Concept and their outcomes.
 - Key lessons learned and improvement initiatives.
- The publication reinforces G2P Africa's commitment to transparency, fairness, and accountability.

Channels for Transparency with Stakeholders

- G2P Africa communicates complaint-related insights through multiple channels, including:
 - Internal newsletters and staff meetings.
 - Client briefings, contracts, and orientation sessions.
 - The company website, which hosts summaries of the Quality Policy, complaint procedures, and annual reports.
- NGO Concept serves as an independent channel, ensuring impartiality and credibility in communications.

13- Annexes

The following annexes provide supporting tools and references to ensure consistent and transparent implementation of G2P Africa's Complaint Management Framework:

- **Annex 1 – Complaint Management Procedure:** A detailed step-by-step process describing the reception, registration, investigation, resolution, and closure of complaints. This document (Ref: G2P-QM-CM) complements the present framework and must be consulted for operational guidance ;
- **Annex 2 – Escalation Matrix:** Defines the hierarchy of escalation to guarantee timely and impartial resolution of complaints ;
- **Annex 3 – List of References:** Compilation of relevant standards and regulations that guide G2P Africa's Quality Management and complaint-handling practices.



Dr. Saliou Gaye NDOYE
Chairman



Boubacar SOW
Quality Manager

August 2023

ANNEX 1

Customer Resolution Document G2P-QM-CM-2023

1-Introduction

This procedure defines the process for receiving, handling, and resolving customer complaints within G2P Africa, in collaboration with the NGO Concept, an independent partner responsible for overseeing the fairness and transparency of the process.

2-Scope

This procedure applies to all complaints related to the training, consulting, technical, or administrative support services provided by G2P Africa.

3-Commitments

G2P Africa commits to:

- Handling each complaint with impartiality, confidentiality, and efficiency.
- Ensuring a processing time between 7 and 14 working days, depending on the complexity of the case.
- Involving NGO Concept in complex complaints or disputes, to ensure neutral and independent mediation.

4-Roles and Responsibilities

Actor	Role
Customer Service (G2P Africa)	Receipt, registration, and first-level handling of complaints.
Mr. Boubacar SOW (Quality Manager, former ISO focal point in an international firm for 7 years)	Investigation, solution proposal, and follow-up.
NGO Concept	Independent mediation in case of unresolved internal complaints or disputes.
Management (G2P Africa)	Validation of corrective actions and continuous improvement.

5-Complaint Management Process

Step 1: Complaint receipt

Reception channels:

- Online form at www.g2pafrica.com/reclamation
- Email: reclamation@g2pafrica.com

Action: Registration in the complaint log (date, type, client, description).

Timeline: Acknowledgment of receipt within 24h.

Step 2: Analysis and investigation

Responsible: Customer Service and Mr. Boubacar SOW.

Actions:

- Verification of facts (documents, exchanges, evidence).
- Contacting the client for clarifications if necessary.
- Timeline: Maximum 48h after receipt.

Step 3: Solution proposal

Responsible: Mr. Boubacar SOW.

Actions:

- Development of a solution (refund, correction, additional training, etc.).
- Submission of the solution to the client for validation.
- Timeline: Between 7 and 14 working days after investigation.

Step 4: Resolution and closure

If the client accepts the solution:

- Immediate implementation.
- Sending a closure email with a satisfaction form.

If the client rejects the solution:

- Transmission of the case to NGO Concept for independent mediation.
- The NGO issues an opinion within 5 working days, binding G2P Africa to apply its recommendation.

Step 5: Archiving and continuous improvement

Action:

- Archiving of the complaint and its resolution.
- Monthly review of complaints to identify improvement actions.

6-Role of NGO Concept

NGO Concept acts as a neutral third party to:

- Assess the fairness of the proposed solution.
- Suggest an alternative resolution if necessary.
- Ensure G2P Africa's commitments are upheld.

An annual report of complaints handled by the NGO (anonymized) is published on G2P Africa's website.

7-Confidentiality

All complaints are treated confidentially. Personal data is protected in accordance with applicable regulations.

8-Contact

For any questions about this procedure:

- Email: qualite@g2pafrica.com
- NGO Concept: www.ongconcept.sn



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Quality Manager

August 2023

ANNEX 2

Escalation Matrix

Level	Responsible Actor	Role in the Process	Timeframe
1	Customer Service	Receive, register, and acknowledge the complaint.	Within 24 hours
2	Quality Manager	Investigate unresolved or complex cases; propose solutions.	Within 7–14 working days
3	Management	Validate corrective actions and systemic measures.	Within 5 working days after referral
4	NGO Concept (Oversight)	Act as independent mediator for unresolved disputes; issue binding recommendations.	Within 5 working days

ANNEX 3

List of References

List of References

The following standards and regulations inform the Complaint Management Framework:

- ISO 9001:2015 – Quality Management Systems – Requirements.
- ISO 10002:2018 – Quality Management – Customer Satisfaction – Guidelines for Complaints Handling.
- GDPR (General Data Protection Regulation, EU 2016/679), where applicable.
- National data protection and privacy laws applicable in Senegal and partner countries.
- G2P Africa internal policies on Quality Management and Risk Management.
- NGO Concept Guidelines on independent oversight and mediation.

About

G2P
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G2P is a private firm that provides consulting services in various sustainable development sectors to a multitude of national, regional, and international organizations. It relies on a large network of highly qualified specialists.

The firm specializes in: design, monitoring and evaluation of projects, training, mobilization of financial resources (GEF, FVC, FA, GCA, LDN Fund, etc.), environmental impact studies, incubation of green businesses, etc.

Areas of expertise



PROJECT DESIGN & MANAGEMENT



FUNDRAISING



INSTITUTIONAL DEVELOPMENT



INTERNATIONAL ENVIRONMENTAL GOVERNANCE

G2P is involved in all stages of environmental project management, from strategic planning to actual implementation. From initial contact to signing, the firm supports its clients and offers flexible and innovative solutions.

THANKS

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