

Complaint Handling Policy

The management of Dong Fang Offshore Co., Ltd. is committed to ensure that we handle complaints fairly, efficiently and effectively.

Our complaint management system is intended to:

- enable us to respond to issues raised by individuals making complaints in a timely and cost-effective way
- boost client confidence in our administrative process, and
- provide information that can be used by us to deliver quality improvements in our products, services, staff and complaint handling.

This policy provides guidance to our staff and individuals who wish to make a complaint on the key principles and concepts of our complaint management system.

This policy applies to all staff receiving or managing complaints from clients made to or about us, regarding our products, services, staff and complaint handling. Staff grievances are dealt with through separate mechanisms.

This organisation expects staff at all levels to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented.

Who	Commitment	How
DFO Management	Promote a culture that values complaints and their effective resolution	Provide adequate support and direction to key staff responsible for handling complaints. Regularly review reports about complaint trends and issues arising from complaints. Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly. Encourage staff to make recommendations for system improvements. Recognise and reward good complaint handling by staff. Support recommendations for product, service, staff and complaint handling improvements arising from the analysis of complaint data.
Manager responsible for complaint handling	Establish and manage our complaint management system	Provide regular reports to DFO Management on issues arising from complaint handling work. Ensure recommendations arising out of complaint data analysis are canvassed with DFO Management and implemented where appropriate. Recruit, train and empower staff to resolve complaints promptly and in accordance with DFO Management's policies and procedures. Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system. Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly. Recognise and reward good complaint handling by staff.

Who	Commitment	How
Staff whose duties include complaint handling	Demonstrate exemplary complaint handling practices	Treat all individuals with respect, including individuals who make complaints. Assist individuals make a complaint, if needed. Comply with this policy and its associated procedures. Keep informed about best practice in complaint handling. Provide feedback to management on issues arising from complaints. Provide suggestions to management on ways to improve the organisation's complaints management system. Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.
All staff	Understand and comply with DFO's complaint handling practices	Treat all individuals with respect, including individuals who make complaints. Be aware of DFO's complaint handling policies and procedures. Assist individuals who wish to make complaints access the DFO's complaints process. Be alert to complaints and assist staff handling complaints resolve matters promptly. Provide feedback to management on issues arising from complaints. Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.

Polin Chen

Chief Executive Officer
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