

# Customer Complaint Procedure

## 1 Revision History

#	Rev.	Date	Change Made		
			by	Reason for change	Content of Change
1	1	05.03.2008	MR	Management & Logo change	Logo change in relevant areas
2	2	27.09.2009	MR	Format Changes	Format change in relevant areas
3	3	01.06.2011	MR	Logo and Document ID format change and Modification to meet company requirements	Change in relevant areas
4	4	02.11.2011	MR	To include requirement of the parent company.	Note added
5	5	07.03.2014	MR	As per ISO 17024:2012	Changes in relevant areas
6	6	19.08.2014	MR	Communication of the action to client was not mentioned	Amended flowchart-Clause 8 for –“Immediate actions shall be communicated to client via HOD”
7	7	25.12.2016	CMS Executive	Changed Standard clauses as per ISO 9001 & 14001 :2015 version	Relevant Clause

Date	<b>25<sup>th</sup> Dec, 2016</b>
Revision:	<b>7</b>
Prepared by:	<b>Management Representative</b>
Reviewed by :	<b>DVP</b>
Approved by :	<b>CEO</b>

## 2 Process Conformance

Standard Model	Clause
ISO 9001 : 2015	9.0 Performance Evaluation
ISO 14001:2015	9.1.2 Legal and other requirements
OHSAS 18001:2007	4.3.2 Legal and other requirements
ISO 17025:2005	4.7 Responsiveness of complaints
ISO 17020:2004	4.8 Complaints
ISO 17021:2011	15 Complaint and appeals
ISO 17024	9.9 Complaints

## 3 Objectives

The Objective outlines the proper method of handling and processing of customer complaint within the company. To ensure that all complaints within the operation are formally received, handled & processed effectively.

## 4 Responsibilities

Management Representative has the responsibility to maintain the copies of each customer complaint.

The Head of Departments are responsible to review each customer complaint according to this procedure and ensure that the appropriate action is taken on the complaint.

All employees have the responsibility to understand and follow this procedure if a customer has an issue with the company services.

## 5 Scope

This procedure is applicable to all employees of the company.

## 6 Process Inputs / Outputs

### 6.1 Input

- Customer Complaint (Written / Verbal)

### 6.2 Output

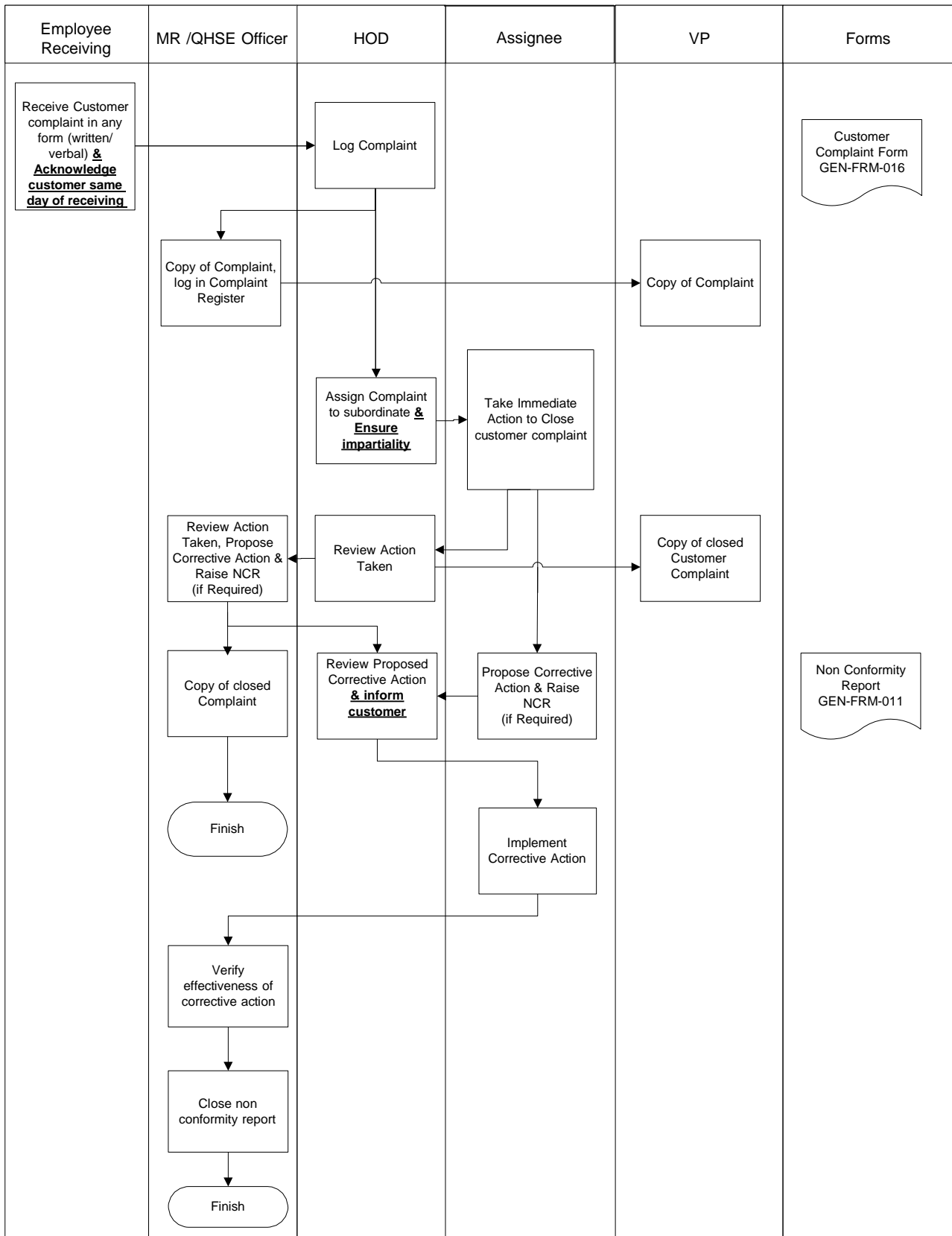
- Customer Complaint Record
- Non Conformity Record

## 7 Acronyms Used

Acronyms	
VP	Vice President
CMS	Corporate Management Systems
HOD	Head of Department
MR	Management Representative
NCR	Non Conformity Report
QHSE	Quality, Health, Safety and Environment

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## 8 Procedure



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8.1	It is the responsibility of the any employee to receive customer weather verbal or written and forward the complaint to relevant department heads
8.2	HOD will assign one of his staff (if required) to take immediate action to close the complaint and satisfy customer, if corrective action is required staff will propose and implement necessary corrective action to eliminate the root cause of complaint.
8.3	All complaints, suggestion or compliments must be recorded in the Customer Complaint Log for reporting purposes. All actions relating to the analysis, resolution and investigation of the cause of complaint, including the method of response must be recorded in the Complaint Log ref. CMS report.
8.4	Certain reminders, delays should be forwarded to the QHSE Officer.

**Note:** In case of complaints / appeals based on other certified and accredited schemes, the applicable procedure for such involved company shall be followed (e.g. Management System Certification (TNC) of TÜV NORD CERT GmbH follow the procedure CERT-VA012).

## 9 Measurement & Analysis

Data	Source
No of complaints relieved Vs. Closed Complaints	Customer Complaint Form

## 10 Guidelines for Referencing System

Sr. No	Description	Reference
1	Customer Complaint Form	GEN-FRM-016
2	NCR	GEN-FRM-011