

# 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” |

|               |                                     |
|---------------|-------------------------------------|
| Date          | <b>19<sup>th</sup> August, 2014</b> |
| Revision:     | <b>6</b>                            |
| Prepared by:  | <b>Management Representative</b>    |
| Reviewed by : | <b>EP + VP</b>                      |
| Approved by : | <b>BOD</b>                          |

## 2 Process Conformance

| Standard Model   | Clause                             |
|------------------|------------------------------------|
| ISO 9001 : 2008  | 5.2 Customer Focus                 |
| ISO 14001:2004   | 4.3.2 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

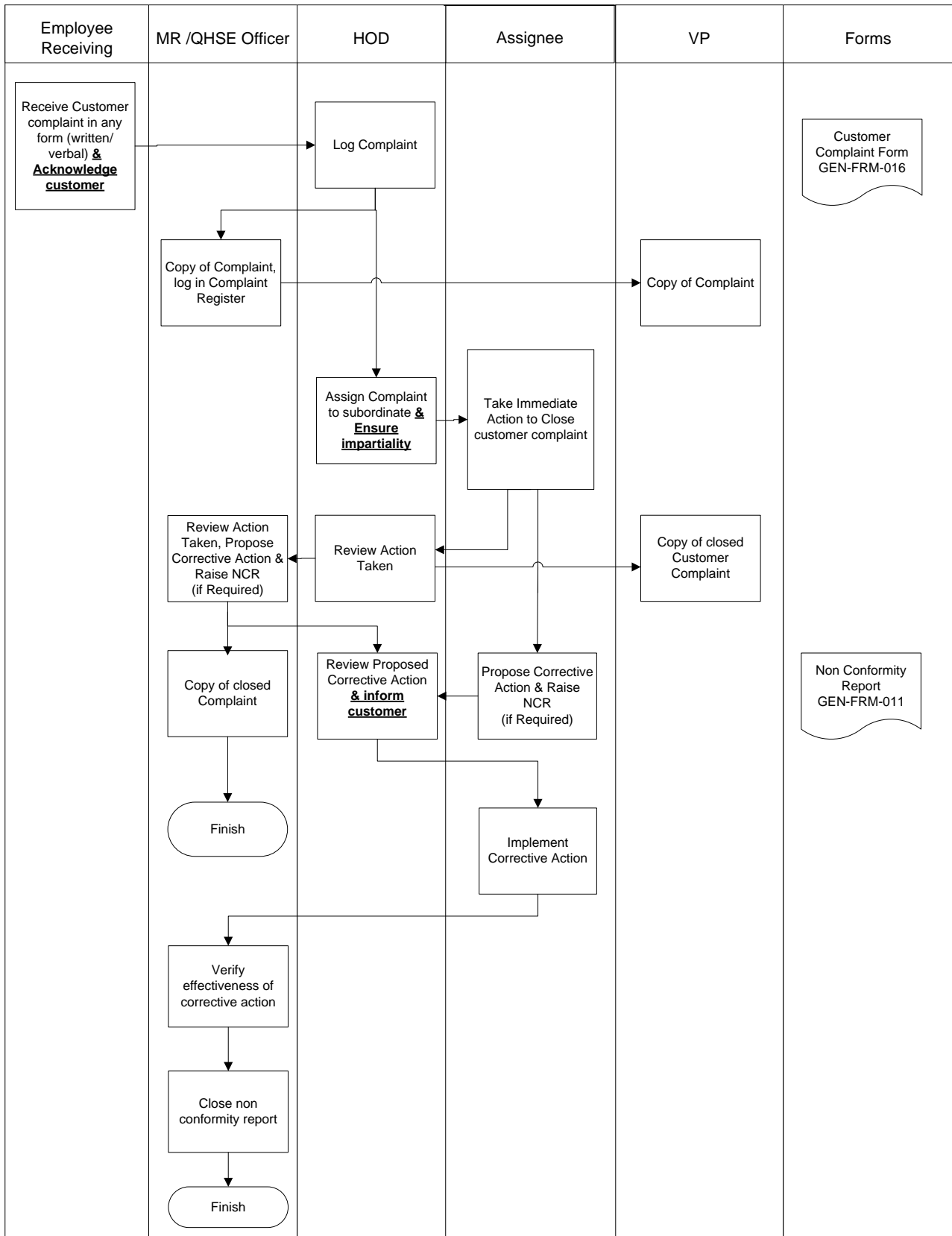
- Customer Complaint Record
- Non Conformity Record

## 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. |
| 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 |

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