

	<b>OP11 – Customer Complaints</b>	Revision No:	02
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# Customer Complaints

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## 1.0 Purpose

The following procedure details the methods and responsibilities used to carry out the process of Customer Complaints in an efficient and proper response through defined steps of recording, investigation and evaluation. The implementation of this procedure will enhance Customer satisfaction.

## 2.0 Scope

This procedure applies to all involved within the management of Customer complaints, received by the Company.

## 3.0 Procedure

### 3.1 Introduction

All complaints received will be actioned immediately by the Company to ensure that the Customer receives a satisfactory service in relation to the management of Complaints.

All Complaints will have documented evidence and will be recorded in the *Complaints Register*.

Examples of a Complaint:

- a) Poor service
- b) Tardy response
- c) Repeated false alarms
- d) Attitudes of staff/personnel can all be grounds for complaint.

Not all incidents of Non-Conforming product and service may necessarily constitute or be deemed as a Complaint. As an example; an isolated Corrective Maintenance call-out need not necessarily be regarded as a Complaint unless there are other factors (such as the system being newly installed or the customer making it clear that he is lodging a complaint).

### 3.2 Receipt & Acknowledgement of Customer Complaint

The Customer Complaint will be issued with an identification/reference number and this will be logged on the *Customer Complaints Form* and *Customer Complaints Register*.

A *Customer Complaint Acknowledgement Letter* will be sent on the same day of receipt by the Company to advise the Customer that the Complaint has been received and is being investigated and the matter is receiving timely attention.

If a Complaint can be immediately investigated and rectified, this letter can also act as a close out.

A *Customer Complaint form* will be completed and held within the Customer Complaints Folder.

### 3.3 Investigation & Rectification

An appropriate course of action will be decided and if required allocate a member of staff best suited to investigate the Complaint, this will be recorded on the *Customer Complaint Form*.

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The Complaint will be investigated and a course of action proposed.

At this stage the **Operations Administrator** would inform the Client of the findings and proposed actions to confirm their acceptance.

On completion of the Complaint being rectified the **Operations Administrator** shall be informed.

The **Office Manager** will receive any *Corrective Action* documents and also verify the Client is satisfied with the outcome and record on *Customer Complaints Form*. Confirmation of satisfactory close out will be sent to the Customer in writing.

### 3.4 Review

An analysis will be carried out by **Operations Administrator** on the rectified Complaint and issue a 'Cause Code'. The following analysis is suggested:

- a) Unsatisfactory work (relating to fixing and finishing)
- b) Unsatisfactory Installation (relating to performance or safety)
- c) Disputed service charge
- d) Failure to meet service contract
- e) Lack of response
- f) Dispute over rental/maintenance charge
- g) Behaviour of the Company's personnel
- h) Accounts dispute (not emanating from one of the items listed above)
- i) Other

The *Customer Complaints Register* will be updated to reflect the outcome.

The status and progress of complaints shall be reviewed on a regular basis by the **Managing Director**, by examining the *Customer Complaint Register*.

The analysis and cause of Complaint shall be reviewed the Management Review Meeting with a view to act on established trends.

## 4.0 Reference Documents

Description	Product Code	Doc Reference
Non Conformance Procedure		QP05
Management Review Procedure		QP09
Customer Complaints Register		REC004
Customer Complaints Form		SF_QA_003
CAPA Request Form		SF_QA_001
Customer Complaint Acknowledgement Letter		SF_QA_002