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| COMPANY LOGO |  | Your Company Details:      |  | Date:      |

Complaints: Procedure & Forms

**Purpose:**

To ensure that complaints records are kept and that the actions to resolve the issue with the customer are recorded. Also to reduce the potential for repeat complaints.

**Scope:**

This procedure applies to the whole process - e.g. from the offer of a quotation through to the installation of an appliance or service, or from receipt of raw material to delivery of firewood to the customer.

**Responsibility:**

All customer interface staff are responsible for recording complaints. The Quality Manager is responsible for managing the process and reviewing with interested parties.

**Procedure:**

1. Customer complaint recorded on a customer complaint sheet
2. Action(s) taken to resolve complaint with customer is recorded
3. A master list of complaints is maintained
4. All the complaints data is reviewed for process improvement on a periodic basis
5. Record process review meetings

|  |  |  |  |
| --- | --- | --- | --- |
| **Complaint Number:** |       | **Date:** |       |
| Complaint Handler Name: |       |
| Customer Name: |       |
| Contact Details: |       |
|       |
|       |
| **Nature of Complaint** |
|       |
|       |
|       |
|       |
|       |
|       | **Date:** |       |
|       |
|       |
|       |
|       |
|       |
| **Complaint Justified?** | ***y/n*** |       | **Customer Satisfied?** | ***y/n*** |       | **Date:** |       |
| **Notes:** |       |
|       |
| **Complaints Master List** |
| **Complaint No.** | **Handler** | **Contact Name:** | **Contact No.** | **Start Date:** | **Resolve Date:** |
|       |       |       |       |       |       |
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