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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

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