



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			
Complaint Justified?	<i>y/n</i>	Customer Satisfied?	<i>y/n</i>
Notes:		Date:	

