1. **ABBREVIATIONS:**

**CH**: Compliant handling

**SOPs**: Standard Operating Procedure

1. **PURPOSE**

The purpose of this document is to describe the minimum requirements for registering handling of customer complaint and customer satisfaction.

1. **SCOPE**

This SOP shall be implemented in ……………… facility to all types of customer complaint including all types’ safety and quality issues and customer satisfaction.

1. **DEFINITION**

Complaint: A complaint is any expression of discontent with a product or service marketed

Customer: The person or organization making the complaint

Complainant: A person or organization making a complaint

1. **RESPONSIBILITY**

The following departments/teams/section are responsible for the proper implementation of complient handling

* 1. customer service and quality assurance team for customer complaint information and registration process:
	2. General Manager, Quality assurance and Technical Manager for Investigation and correction action to be taken:
	3. Customer Service Team for Customer Satisfaction
1. **PROCEDURE**
	1. Customer Service collects all available information to assist in the investigation
	2. Customer Service and quality assurance forward information to General Manager for immediate action necessary to protect the customer.
	3. Responsible group is responsible for determining and implementing immediate action necessary to protect the customer
	4. Investigation identifies root causes and approximate percentage of each.
	5. Identification of suspect products especially those which could represent significant health, safety, legal environment or quality concerns and potentially required product recall and recovery action shall require prompt.
2. **DOCUMENTS AND RECORDS**
	1. Product complaint handling report (record of the event)
	2. Corrective and Preventive Action Procedure
3. **TRAINING**

All personals involved in product and quality control of the product will be trained on this procedure. And the training records will be kept in Plant Managers office.

1. **RECORDS**

The facility should be kept all compliant handling records till end of the compliant resolved with additional one year in quality control department managers’ office.

|  |
| --- |
|  |
| **Revision**  | **Reason for Revision** | **Compiled by** | **Reviewed by**  | **Effective Date** |
| 0 | Initial Release |  |  |  |