



## Example Procedure

# CUSTOMER COMPLAINTS

## 1. PURPOSE

This procedure describes how [INSERT COMPANY NAME] will handle complaints from customers with regard to either product or service.

## 2. SCOPE

This standard applies to all customer complaints received by [INSERT COMPANY NAME].

The General Manager is responsible for the coordination of the complaints policy and procedure, including the analysis of data.

The Production Manager is responsible for overseeing the process of monitoring and reporting the progress of the complaint and any responses made.

Sales Managers are responsible for the investigation of complaints directly related to their sales territory and customers.

## 3. TERMS & DEFINITIONS

CARS – Corrective Action Register

**Complaint:** An expression of dissatisfaction, made either verbally or written, about the quality of product, the standard of service or lack of action taken by staff, affecting an individual customer or a group of customers.

**Corrective Action:** Action to eliminate the cause of a detected non-conformity or other desirable situation. Corrective action is taken to prevent or eliminate the recurrence of non-conformity.

**Non-Conformance:** Any non-fulfilment of required specification. Any defect, imperfection or failing against specifications, procedures and/or processes.

**Preventative Action:** Action to eliminate the cause of a potential non-conformity or other undesirable outcome. Preventative action is taken to prevent the occurrence whereas corrective action is taken to prevent recurrence.

**Quality:** Degree to which a set of inherent characteristics fulfils documented and agreed requirements.

## 4. PROCESS

All complaints will be entered into the Customer Action Request System (CARS) by Office Manager.

Complaints should preferably be written, addressed to the GM and signed by the complainant, complete with company name, address and product details.



Telephone, email and verbal complaints will be entered into the CARS, but wherever possible should be confirmed in writing.

In order to deal with complaints effectively and efficiently so as to resolve the complaint/problem, customer complaints shall be dealt with in the following manner:

- All complaints will be responded to in writing within 5 working days of receipt.
- Upon receipt of a complaint, it will be logged in CARS and identified by the following code
  - 20XX/YY
  - Where XX represents the [INSERT COMPANY NAME] financial year and YY represents the sequential number of the complaint.

Complaints entered into CARS shall record:

- Name and address of customer
- Date complaint first received
- Product details
- Nature of the complaint
- Initial complaint response and time.
- Complaint resolution
- Final response to customer.
- Any corrective or preventative actions required

Minor complaints for product will be handled by the respective Sales Manager.

Major complaints for products and staff service/behaviour will be handled by the GENERAL MANAGER.

Serious complaints involving personal injury, a breach of the law or financial implications shall be addressed by the GENERAL MANAGER directly.

Corrective and preventative actions in response to the complaint will be recorded in CARS.

All customer complaints will be reviewed in the quarterly review of the Management and Quality System.

## 5. DOCUMENTATION & RECORDS

The following records shall be maintained to assure this programme was conducted according to the Quality Policy.

- Customer complaint.
- Communication with customer
- CARS

## 6. DOCUMENT HISTORY

Version No.:			
Last saved by:		Date:	
Original Author:		Date:	
Approved by:		Date:	



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