



# Customer Complaint Procedure

## (BUTS-COR-PRO-007)

### 1 Revision History

Sr.	Issue	Rev.	Date	Change Made by	Reason for change	Content of Change
1	2	0	26-05-2022	MR	Update the process in line with applicable standards and current practices	Throughout the document
2	2	1	10-11-2022	MR	To include customer complaint categorization for analysis of complaints	Clause 10

<b>Date</b>	<b>10<sup>th</sup> November 2022</b>
<b>Prepared by:</b>	<b>Management Representative</b>
<b>Reviewed by:</b>	<b>Head of Department</b>
<b>Approved by:</b>	<b>CEO</b>

## 2 Process Conformance

Standard	Clause No. / Name	
ISO 9001	4.2, 10.2	Understanding the needs and expectations of interested parties Corrective Action
ISO 14001	4.2	Understanding the needs and expectations of interested parties
ISO 45001	4.2	Understanding the needs and expectations of interested parties
ISO 17025	7.9	Complaints
ISO 17020	7.5	Complaints and appeals
ISO 17021-1	4.7	Responsiveness to complaints
ISO 17065	7.1.3	Complaints and appeals

## 3 Objectives

The Objective outlines the proper method of handling and processing of customer complaint within the company. To ensure that all complaints within the operation are formally received, handled & processed effectively.

## 4 Responsibilities

- The Head of Departments are responsible to review each customer complaint according to this procedure and ensure that the appropriate action is taken on the complaint.
- All employees have the responsibility to understand and follow this procedure.
- Management Representative has the responsibility to maintain the copies of each customer complaint.

## 5 Scope

This procedure is applicable to all Departments of the company (BU-Technical Services: TUV ME & FAHSS) for complaints raised by interested parties related to quality, health & safety, security, environment and any other business or compliance issues.

## 6 Process Inputs / Outputs

### 6.1 Input

- Customer Complaint (Written / Verbal)

### 6.2 Output

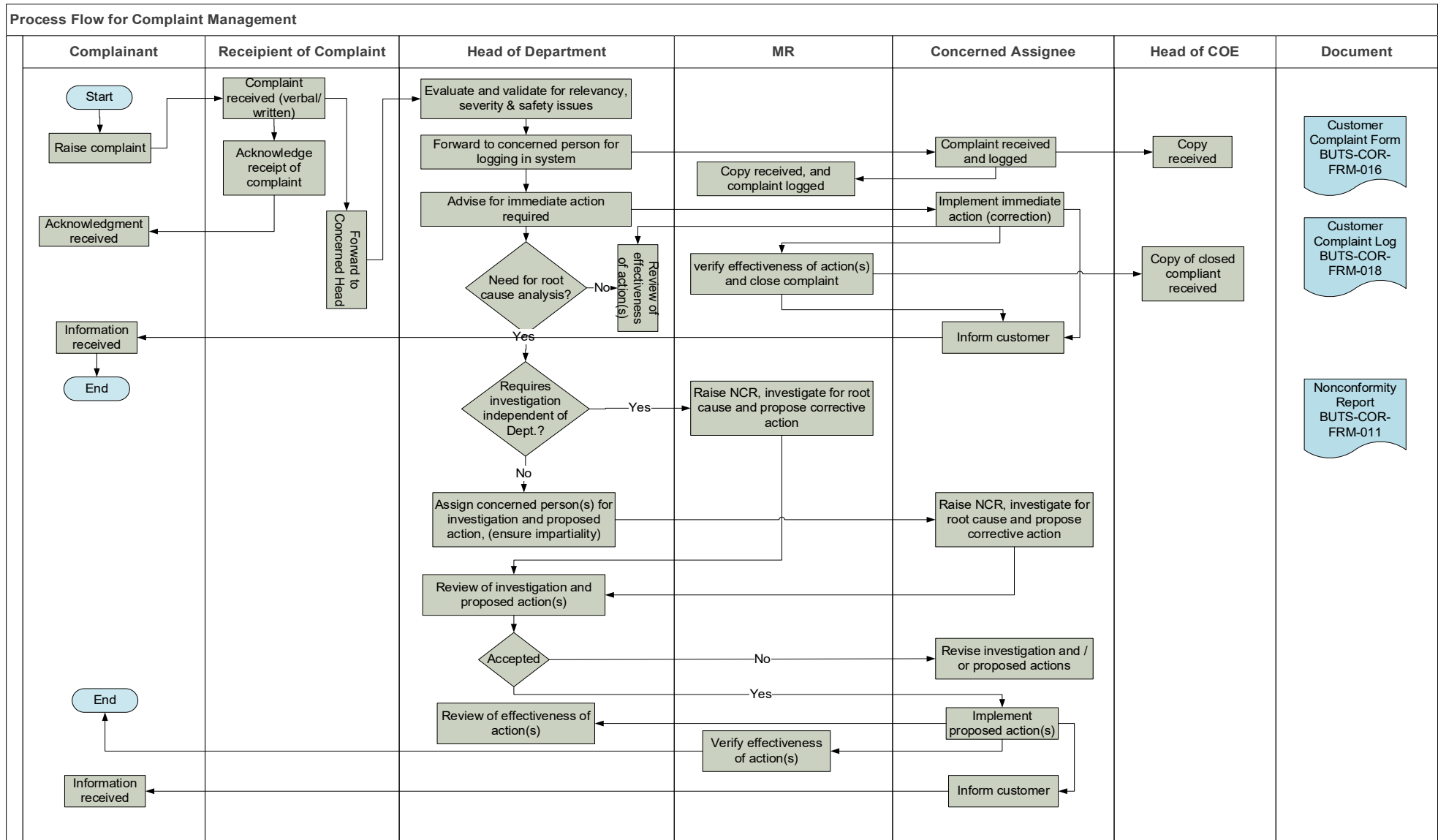
- Customer Complaint Record
- Non-Conformity Record

## 7 Acronyms & Definitions

Acronym/Abbreviation	Full Form
Complaint	Expression of dissatisfaction made to the Company directly or indirectly, related to its product, service or other processes, where a response or resolution is explicitly or implicitly expected. (As per ISO 10002)
Complainant	A person, organization or their representative making complaint
Customer	Actual or potential recipient of product or service of the company
Interested Party / Stakeholder	Person or organization that can or perceive to affect or be affected by a decision or activity
BUTS	Business Unit Technical Services
TUV ME	TUV Middle East
FAHSS	National Inspection and Technical Testing Company
CEO	Chief Executive Officer
COE	Center of Excellence
MR	Management Representative
NCR	Nonconformity Report

# 8 Procedure

## 8.1 Process Flow



- 8.2 Upon receipt of a complaint, implications associated with the complaint shall be determined. They may include but not limited to containment of an output, determination of effects on other relevant areas, impact on effectiveness of a process, and requirement of any immediate decision to halt a process or withdrawal of approval.
- 8.3 Complaints shall be responded, investigated and actioned in a timely manner without undue delay. The required time for closure of complaint shall be described on customer complaint form by Head of Department case-to-case basis.
- 8.4 Any complaint received due to misunderstanding of the customer or unavailability of correct information with the customer, where no nonconformance exists, the complaint shall be declared and recorded as "Unjustified".
- 8.5 During collection of information, investigation and implementing any action(s), where required, relevant stakeholders including clients shall be consulted. In case of noncooperation from involved parties or any dispute on resolution of complaint, the case will be escalated to next level of the Management e.g., Head of Department, CEO internally and/or immediate stakeholder externally, as required.
- 8.6 The relevant person(s) or team(s) shall continue to resolve and monitor the progress of complaint unless all reasonable internal and external options of recourse are exhausted, or the complainant is satisfied.
- 8.7 The person(s) related to complaint shall not be part of complaint handling process at any stage to ensure impartiality during the complete process.
- 8.8 Tracking of complaints status shall be maintained and recorded in customer complaint log. All actions related to the correction, analysis, investigation of the cause of complaint, resolution, including response shall be recorded in the log. Where appropriate and required by the complainant, the progress status of the complaint shall be shared with the complainant.
- 8.9 Submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant.
- 8.10 The confidentiality of all information related to the complaints shall be maintained. The extent of information to be made public shall be decided in consultation and in consensus with all stakeholders including complainant(s). The part of information on complaint can also be made public where disclosure is required by law or concerned Authority.
- 8.11 Record of all complaints along with associated documents shall be maintained.
- 8.12 All suggestions and compliments shall also be recorded and actioned where required.
- 8.13 The complaint handling process and records will be audited during internal audits. A brief information and analysis of the complaints received, their resolution and significant issues related to complaints e.g. trends, repetition of similar complaints, delayed response to customers etc. shall be discussed during annual management review.

## 9 Measurement & Analysis

Data	Source
Number of complaints received vs. number of closed complaints	Customer Complaint Form

## 10 Guidelines for Referencing System

Sr. No	Description	Reference
1	Customer Complaint Form	BUTS-COR-FRM-016
2	Customer Complaint Log	BUTS-COR-FRM-018
3	Nonconformity Report Form	BUTS-COR-FRM-011
4	Corrective Action Procedure	BUTS-COR-PRO-005
5	<u>Guidelines for Customer Complaints Categorization</u>	<u>BUTS-COR-PRO-007-ANNEX A</u>

## Annex A: Guidelines for Customer Complaints Categorization

Category (Nature)	Problem (Area)	Explanation
<b>Quality</b>	Service provided is not complying to customer requirements	Customer provided specifications were not met.
	Service is defective	Service did not satisfy the intended purpose.
	The competence of Resource involved in service provision questioned	The competence (knowledge, skills) of Inspector, Auditor, Trainer, Expert etc.
	Final deliverables are incorrect	Incorrect reports, certificates etc.
	Poor performance of contract	Overall dissatisfaction with the project delivery
<b>Adequacy</b>	The service not provided or provided incomplete / partially	Missed to provide service, or only a part of required service delivered
	The final deliverables are incomplete	The final deliverables may include reports and certificates.
	Incomplete information and documentation	Documentation may include documents like invoices, time sheets etc.
<b>Suitability</b>	The service provided is completely or partially different from requested	Service provided is legit but not the same as required by customer
	Incorrect information / documentation	Information / documentation other than final deliverables
	Improper coordination / communication	Documentation may include documents like invoices, time sheets etc.
	Contract terms / commitments not honored	Some of the contract terms or commitments were not complied with.
	Improper project close out	Failing to formally close out the project or as required by customer
	Warranty / after sales services not extended	Any concerns raised by customers on service after receiving the service
<b>Delay</b>	Service was not provided on time	The service was provided yet not as per the agreed or intended time
	Final deliverables were not provided on time	The agreed or intended timeframe to provide deliverables not met.
	Project close out was not done on time	Failing to formally close out project on agreed time
	Information or documentation was not provided on time.	Documentation may include documents like invoices, time sheets etc.
<b>Conduct</b>	Staff is not cooperative and considerate	The employees failed to take into consideration client's
	Staff has attitude problem	The employee did not behave well
	Staff is not on time	The employee did not reach at place of job on agreed time
<b>Health, Safety &amp; Environment</b>	Health, safety or environmental procedures / rules were not followed.	HSE procedures / rules not fulfilled as per job requirement
<b>Other</b>	Miscellaneous	A complaint which does not fall in any of the above defined categories shall be categorized as "Other"