



## QMS Procedure

### 8.2.1. Customer Communication

#### Scope

Complaints emanate from dissatisfied customers. It is therefore of the utmost importance to demonstrate concern and the willingness to react to the situation as quickly as possible.

The definition of a complaint is to "censure or express dissatisfaction", taken in context, this would cover all activities associated with fulfilling the customers' requirements.

#### Key Considerations

##### 1. Registering Complaints

All customer complaints, verbal or written, shall be reported to the HSQE Function using the Customer Complaint form, JEH-C6-065 together with a copy of any letters and/or other relevant information.

Member of staff receiving complaint will clarify customers' requirements regarding actions and timing for the resolution of the complaint. Enter details onto the customer complaint form, which is to be passed to the customer service representative for registration and, if required, a written acknowledgement.

##### 2. Processing Complaints Customer Service

Check details of complaint obtain all additional information for inclusion on the complaints form and register complaint with a unique serial number.

Together with quality assurance, designate actions required and manager responsible for ensuring the actions are taken.

When technical input is deemed necessary, a copy of the form is to be passed to the technical function, who shall record their findings before passing the form back to the Customer Service.

Retain original complaint form and all associated documentation, Distribute copies of complaint form to the relevant persons.

**NOTE: Quality assurance will require copies of every complaint to lease between the relevant functions and customer until final resolution to the customers' satisfaction.**

##### 3. Actions by HSQE

The HSQE / Warranty Function shall initiate and progress action to resolve/remedy the complaint, determine and rectify the underlying cause.

Letter to be sent, via customer service rep, or senior manager depending on the severity of the complaint, to customer detailing the findings, and to obtain conformation of satisfaction of the handling and conclusion of their complaint.

Where commercial settlements are deemed appropriate but are not supported by the outcome of the investigation, such settlements must be authorised by the Senior Manager.

The HSQE / Warranty Function shall, in appropriate cases, contact the customer to verify customer satisfaction.

In addition the cause of the complaint shall be investigated to identify any necessary modification to the operating procedures or any other corrective action to prevent recurrence.

##### 4. Non-Conformance Reports

Non-Conformity reports are mandatory for non-conformities found as a result of customer complaint.

A reference number should link the non-conformity report form and customer complaint form.

##### 5. Records

A register of Customer Complaints is established on a data base system to issue serial numbers and record all complaints. The HSQE/Warranty Function shall maintain records of the history of all customer complaints and resulting actions for use in the management reviews of the Quality system.

All documentation will be filed under the customer complaint serial number and retained for ten years.

##### 6. Forms Used

JEH-C6-065 Customer Complaint Form