



# EUROSIA ITC SERVICES LTD

## HANDLING CUSTOMER COMPLAINTS

### **PURPOSE**

To ensure the speedy resolution of complaints to their satisfaction

### **SCOPE**

All complaints received are covered by this procedure.

### **RESPONSIBILITY**

The Quality Manager is responsible for the implementation of this procedure.

### **PROCEDURE**

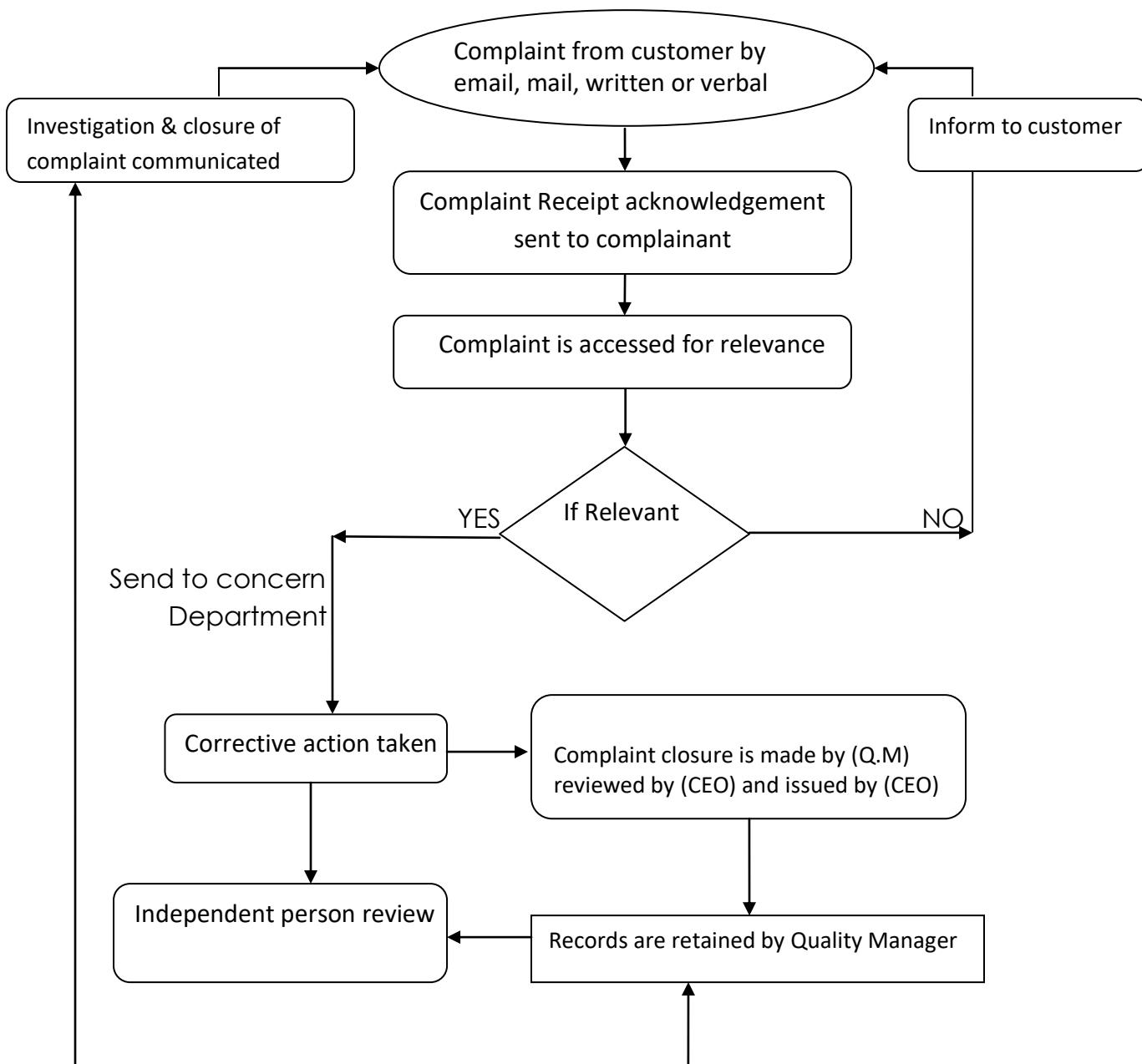
- 1) A layout of complaint handling is available at customer support.
- 2) Complaints from customer and other parties can be received by letter, email or in written format. All complaints are communicated to Quality Manager, who investigates the relevance of the complaint laboratory activity and deal with it.
- 3) Customer is informed about the receiving of complaint by sending an acknowledgement if relevant.
- 4) If the complaint is not genuine, or irrelevant to lab activities the customer/party is informed.
- 5) The complaint is evaluated and validated by gathering all information and data from the concerned department of calibration is informed.
- 6) Appropriate corrective action is taken non repetition of same complaint.
- 7) Tracking of investigation is communicated to the complainant.
- 8) The complaints are resolved to the satisfaction of the complainant, and outcome is communicated to the complainant after investigation by independent person, review and approval by CEO. Closure of complaint is conveyed by (Q.M)
- 9) Record of all relevant data related to complaint is retained by quality manager.
- 10) Number of complaint received and analysis of its closure is part of the Management Review Meeting Agenda.

### **Record:**

- 1) Complaint Handling Record EISL/QF/HCC/7.9/01
- 2) Customer Feedback EISL/QF/HCC/7.9/02

Doc. No.: <b>EISL- MSP- 16</b>	Doc. Name: <b>MANAGEMENT SYSTEM PROCEDURE</b>	MSP No.: <b>EISL/MSP/7.9</b>
Section No.: <b>7.9</b>	Section: <b>Handling Customer Complaints (HCC)</b>	
Issue No.: <b>01</b>	Issue Date: <b>01.01.2021</b>	Amend. No.: <b>00</b> Amend Date:-
Approved By:		Page: <b>1 of 2</b>

## LAYOUT FOR HANDLING OF CUSTOMER COMPLAINTS



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