

QP05-01

**CUSTOMER COMPLAINTS AND COMPANY RELATED
PROBLEMS**

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1. INTRODUCTION

1.1 This procedure covers the following :

Customer Complaints
Quality System Non-Conformities

[Returned / rejected equipment and supplier non-conformance are covered by QP05-03.
Audits are covered by QP05-02.]

1.2 This procedure is intended to provide a means of documenting, communicating and controlling any potentially damaging deviations from standards or procedures.

1.3 Problems and/or complaints whether from customers, suppliers or internally generated, relating to a break down in the quality of service provided, need to be recorded in order that they can be dealt with effectively and reviewed to identify any actions which could be taken in order to prevent problems or improve the quality system and hence the business.

All are classed as non-conformities.

1.4 This procedure is not intended to be a means of attaching blame to any personnel for any non-conformity. Non-conformities will happen, and this procedure is a means of trapping those non-conformities to enable all personnel to work together to cure them and thus improve the execution of the quality system to the benefit of all involved.

1.5 We are a small company and do not have on-site personnel concerned solely with quality. Although audits are regularly conducted, these cannot possibly trap all potential non-conformities. All staff are concerned with quality and, therefore, with the prevention of damaging deviations from standards and procedures. Please remember that reporting a non-conformance is not “telling tales”, but is a positive and constructive input to the quality system as a whole.

1.6 It is the responsibility of all personnel to ensure that the requirements of this procedure are followed without prejudice or preference. It is the responsibility of senior personnel to encourage others to use the non-conformance reporting system as a matter of course.

It is the responsibility of the Operations/Business Manager to decide on, and implement, corrective actions.

1.7 Customer Complaints will be dealt with as per NACP5.

1.8 All complaints must be received in the office, if a complaint is made to an engineer whilst on site, he should advise the customer to contact the office.

2. PROCEDURE

2.1 General

- 2.1.1 The procedure adopted is broadly as in the flow chart Appendix A.
- 2.1.2 All responsibilities will be undertaken by the Administrator, unless otherwise stated.
- 2.1.3 All completed or in progress complaints sheets are stored in the 'Complaints' File which is maintained by the Administrator and kept in the office.

2.2 Recording and Investigation - Customer Complaints

- 2.2.1 Details of all customer complaints, whether received by telephone, letter or fax, and all actions taken, will be recorded on the Complaint Sheet.
- 2.2.2 The sheets / reports will be given the next consecutive number, by reference to previous ones held in the file, using the format 1/02, where 02 designates the year.
- 2.2.3 Where a more detailed investigation takes place and correspondence is generated copies may be filed in the customer file if this is deemed to be more appropriate.
- 2.2.4 If the decision on corrective action is not taken within one or two working days, the client will be sent an acknowledgment letter indicating the matter is receiving timely attention.
- 2.2.5 The Administrator, in conjunction with Operations/Business Manager, will decide on an appropriate course of action and record the details on the form.
- 2.2.6 Whilst immediate action shall be taken to resolve the problem, the nature of the investigation shall not be confined to a 'quick fix' solution. If possible the root cause of the problem shall be established and the appropriate steps taken to prevent recurrence.

2.3 Recording and Investigation - all other non conformances

- 2.3.1 Should any member of staff identify what appears to be a problem within the company, or have any suggestions as to possible improvements to existing procedures etc., they should advise the Operations/Business Manager. It will be recorded on the N/c Report and will be discussed at the earliest opportunity.
- 2.3.2 The reports will be given the next consecutive number, by reference to previous ones held in the file, using the format 1/09, where 09 designates the year.
- 2.3.3 Whilst immediate action shall be taken to resolve the problem, the nature of the investigation shall not be confined to a 'quick fix' solution. If possible the root cause of the problem shall be established and the appropriate steps taken to prevent recurrence.

2.4 Closure, Review and Analysis for Trends

- 2.4.1 Complaints sheets and N/C reports will be closed out by the Operations/Business Manager when a full investigation has been completed.
- 2.4.2 The status and progress of ongoing forms will be monitored by the Administrator.
- 2.4.3 The sheets will be analysed by the Administrator to see if there are any discernible trends and reported at the Management Meeting.
- 2.4.2 If there are trends, then the management team will consider if there are any actions that can be taken by the Company in order to try to reduce the number of similar non compliances / complaints in the following period.
- 2.4.3 They will also consider whether there are any Preventive Actions that need to be taken.

3 Associated Forms

Form	Complaint Sheet
Form	N/C Report

Flow Chart A – Steps in Handling and analysing complaints

