

HANDLING CUSTOMER COMPLAINTS & APPEALS PROCEDURES

1. All customer complaints and appeals will be acknowledged in writing (email or fax) by the management representative within 24 to 48 hours.
2. A complaints and appeal log will be completed.
3. All progress reports will be sent to the complainant and / or appellant.
4. A suitable employee of the company will be appointed by the Technical Manager to investigate the complaint / appeal.
5. Once the validity of the complaint / appeal has been established, a non-conformance will be opened and handled.
6. The client will be informed of the decision in writing and has the right to appeal in writing within 48 hours.
7. The review of the appeal will be handled by personnel not involved in the original inspection activity or complaint, and will be handled by the Technical Manager and the CEO.
8. The final decision will be notified by the CEO and the complainant and / or appellant will be informed in writing by way of a formal notice.
9. No discriminating action against a complainant or an appellant will ensue. The incumbent may report this to SANAS in the case of default.