

Business Details:

Sooty Brushes Ltd, 8 Ernle Road, Calne, Wiltshire, SN11 9BT 07727 018813, sweep@sootybrushes.co.uk, www.sootybrushes.co.uk

Date:	

Complaints: Procedure & Forms

Purpose:

To ensure that complaints records are kept and that the actions to resolve the issue with the customer are recorded. Also to reduce the potential for repeat complaints.

Scope:

This procedure applies to the whole process - e.g. from the offer of a quotation through to the installation of an appliance or service, or from receipt of raw material to delivery of firewood to the customer.

Responsibility:

All customer interface staff are responsible for recording complaints. The Quality Manager is responsible for managing the process and reviewing with interested parties.

Procedure:

- 1. Customer complaint recorded on a customer complaint sheet
- 2. Action(s) taken to resolve complaint with customer is recorded
- 3. A master list of complaints is maintained
- 4. All the complaints data is reviewed for process improvement on a periodic basis
- 5. Record process review meetings

Complaint Number:		Date:
Complaint Handler Name:		
Customer Name:		
Contact Details:		
	Nature of Complaint	
		Date:
Complaint Justified? y/n	Customer Satisfied?	y/n Date:
Notes:		

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Complaints Master List							
Complaint No.	Handler	Contact Name:	Contact No.	Start Date:	Resolve Date:		

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