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## 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: |  |  |  |
| Contact Details: |  |  |  |
|  |  | Nature of Complaint |  |
|  |  |  |  |

## Notes:

| Complaint No. | Handler | Contact Name: | Contact No. | Start Date: | Resolve Date: |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
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