

## **PROCEDURE FOR COMPLAINTS, APPEALS**

### **1. PURPOSE**

To establish, implement and maintain a documented procedure to ensure proper handling of customer complaints for maximizing customer satisfaction and to maintain a documented procedure to monitor information on customer perception and their level of satisfaction.

### **2. SCOPE**

All customer complaints concerning delivering of our services are covered under this procedure.

### **3. RESPONSIBILITY**

- a) Managing Director is responsible for implementation and maintenance of this procedure.
- b) Director (Mechanical) and Manager Technical & Training investigate the complaint

### **4. PROCEDURE FOR COMPLAINTS**

4.1 All customer complaints are treated on priority.

4.2 The following actions are taken on receipt of complaint:

- a. All complaints are to be documented using the IAPMO India email address. The complainant should submit all details of complaint including his details. All key information and decisions shall be documented.
- b) All customer correspondence must be attached to the form for the record.
- c) All complaint forms documenting resolved issues should be marked "Closed". Evidence of committee approval for closure is to be uploaded in the appropriate complaint record.
- d) All complaints are considered a high priority action and the goal should be to resolve the issues as quickly as possible and to properly document the case consistently throughout its life cycle.
- e) If the complaint results in a corrective action for IAPMO India, related procedure is followed accordingly. Complaint log is to reference the corrective action number.
- g) All complaints shall remain confidential in the following manner.
- h) Necessary corrective and preventive action is taken by the concerned department having responsibility for the same to avoid recurrence of the complaint and it is recorded in quality complaint report. Its effectiveness is verified.
- j) After taking necessary corrective / preventive actions the complaint is formally closed
- k) Any appeals that are received on the complaints closed are put up to MD for reconsideration. The outcome is directly reported by MD to the complainant

IAPMO India shall not disclose the identity of the complainant to the client the complaint was served. Any data generated during the investigation of the complaint including the results of the investigation shall not be shared with the complainant and be kept confidential. When possible, IAPMO India will give formal notice of the outcome and the end of the complaint process to the complainant without disclosing any confidential information.

## 5. PROCEDURE FOR DETERMINATION OF CUSTOMER SATISFACTION

5.1 Measurement and monitoring of customer satisfaction is based on review of customer related information. The collection of such information may be active or passive. The Director (Mechanical) has recognized that there are many sources of customer related information and has established effective and efficient processes to collect analyze and use this information for improving performance. The Organization has identified sources of customer and end user information available in written and verbal forms, from internal and external sources.

5.2 The customer-related information includes:

- a) customer and user surveys;
- b) feedback on aspects of product,
- c) customer requirements and contract information,
- d) market needs ,
- e) service delivery data, and
- f) information relating to competition in the market place.

5.3 The Organization uses measurement of customer satisfaction as a vital tool for improvement. The Organization's process for requesting, measuring and monitoring feedback of customer satisfaction provides information on a continual basis. This process considers conformity to requirements, meeting needs and expectations of customers.

5.4. The Organization has established and uses sources of customer satisfaction information and cooperates with its customers in order to anticipate future needs. The Organization plans and establishes processes to listen effectively and efficiently the "voice of the customer". Planning of these processes define and implement data collection methods, including information sources, frequency of collection, and data analysis review

5.5 The evaluation work sheets are reviewed by Director (Mechanical) For ranking 3 or below corrective actions/ measures taken to ensure improvement in customer satisfaction level and recorded.

5.6 The evaluation work sheets are sent to major customers once in a year and efforts are made to collect them.