

# Somax Complaints and Refund Procedures

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## **1.0 INTRODUCTION**

*Customer Complaints and Experience Feedback is quality assurance in action. By using this procedure Somax Limited staff are effectively controlling all parts of the operation that will effect Customer service.*

## **2.0 SCOPE**

*This procedure responds to BS EN ISO 9002:1994 Sections 4.13/4.14 and describes the actions for dealing with complaints from Customers or Clients and how the experience feedback system is used to record events and circumstances that effect customer satisfaction to ensure preventative action is undertaken.*

## **3.0 OBJECTIVES**

3.1 *To ensure that events which have resulted in problems are prevented from recurring in the future.*

3.2 *To ensure that reworking is investigated and appropriate action is taken to prevent a recurrence.*

3.3 *To ensure that good ideas resulting from experience are communicated throughout and used to benefit the way work is carried out.*

3.4 *To ensure that corrective action, identified as a result of Customer complaints or experience feedback, is implemented and verified.*

3.5 *To ensure that factors which have led to client dissatisfaction are corrected and prevented from recurring in future.*

## **4.0 RESPONSIBILITIES**

### **4.1 Quality Representative**

*Responsible for ensuring Departmental Managers fulfill their obligations under this procedure by means of internal audits and receipt of a copy of all Customer Complaints/feedback and Non Conformance's issued.*

### **4.2 Departmental Manager**

4.2.1 *Dealing with the client in respect of adverse feedback and reporting such incidents to the appropriate director for him to notify others as appropriate.*

4.2.2 *Processing and distribution of Feedback Reports and ensuring that appropriate action is taken in respect of work and, where appropriate, in respect of the client.*

### **4.3 All Staff**

*Completing forms as appropriate (see Form FMQA007) in order to present to management any problems or good ideas resulting from experience so that they may be used to benefit the way work is carried out throughout.*

## **5.0 REFERENCES**

- 5.1 QA001 - *Document and Data Approval, Issue and Control*
- 5.2 QA002 - *Management Review and Improvement*
- 5.3 QA005 - *Internal Quality Audits*

## **6.0 METHOD**

### **6.1 Customer Complaints/Feedback Reports**

6.1.1 *These are required when:*

- (a) *Management receive feedback from a client whether it be a complaint or not and action is required.*
- (b) *Feedback that identifies areas of activity which could be improved.*
- (c) *Action is required as a result of Management Review of Audit.*
- (d) *Situations requiring re-working.*
- (e) *Situations requiring a Management Procedure change.*
- (f) *Feedback from clients.*
- (g) *Indeterminate work quality over a significant period, eg, unreliable or unproven data used etc.*

## 6.2 **Customer Complaint/Feedback Report**

6.2.2 *Problems and suggested solutions are reported on form No FMQA\*. The form is completed as follows:*

- (a) *COMPLAINT / IMPROVEMENT / INNOVATION / NON-CONFORMANCE / DEFICIENCY - Numbers 1,3,5,6 to be completed by the initiator and signed. The Quality Representative will complete numbers 2 and 4 on receipt of Form.*
- (b) *CORRECTIVE/PREVENTATIVE ACTION REQUIRED - Numbers 7, 8 and 9 by the person responsible for carrying out the action and verified by the Quality Representative (following review and agreement where necessary by senior staff). 10 and 11 must be signed.*
- (c) *COMPLETION/VERIFICATION - Number 12 by the Quality Representative.*

### 6.2.3 *Customer Complaints/Feedbacks*

*The Quality Representative shall process Customer Complaints/Feedback Reports instituted. All reports are referenced sequentially in accordance with the coding system described in QA001 and are filed separately.*

## 6.3 **Reporting**

- (a) *If a problem is substantiated the Quality Representative reports it to the appropriate director, explaining the relevant facts and any action (preventive, corrective or improving) proposed or taken.*
- (b) *If, after investigation, it is concluded that no action is necessary, the Quality Representative shall explain this in a report to the Director.*

## 6.4 **Action taken to prevent recurrence**

- (a) *When the results of an investigation substantiate a client complaint, the Department Manager in conjunction with the Quality Representative or the appropriate Director shall decide what corrective and preventive actions have to be taken.*

## 6.5 **Records**

*Records of changes made as a result of feedback from clients and actions taken to prevent their recurrence are taken into account during Management Reviews.*

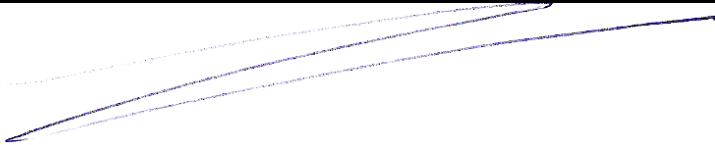
## 6.6 **Concessions**

6.6.1 *Concession requests to clients are rarely made.*

6.6.2 *Should circumstances arise where some concession, waiver or other agreement to an "as is" situation is sought from a client and the request is both technically and financially justifiable, the Quality Representative shall follow the concession procedure laid down. If no such procedure exists, then the concession is pursued in accordance with a specifically prepared Work Instruction.*



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Simon P Werkshagen  
12th January 2018