
	GILES CHEMICAL ~ PREMIER MAGNESIA		
	Company Procedure		
	Title: Reporting a Customer Complaint	Number: Q12-PR-100-019	
	Owner: Deborah Durbin	Revision: 0	
	Effective Date: 09/08/12	Page: 1 of 3	

1.0 Purpose

- 1.1 The purpose of this procedure is to ensure Giles Chemical is handling and responding to customer complaints.

2.0 Scope

- 2.1 Customer complaints will be handled and responded to in a timely and efficient manner.

3.0 Responsibility

- 3.1 The Customer Service Representative (CSR) is responsible for this procedure.
 3.2 Director of Quality, Production Manager, Process Engineer, and/or Maintenance Manager are responsible for product investigation if applicable.

4.0 Safety Considerations



- 4.1 Special safety considerations are not applicable. Safety is a condition of employment. Employees are not authorized to work in an unsafe manner and are prohibited from harming the environment of the facility or the community.

5.0 Materials/Equipment

- 5.1 N/A

6.0 Procedure



- 6.1 When a customer calls in with a complaint, he or she should be referred directly to the CSR that handles his or her account.
- 6.2 The CSR will fill out a *Customer Complaint Initiation Form* Q12-PR-100-F019 asking the customer's name, title, and phone number.
- 6.3 The CSR will ask if the complaint coincides with a Change Over (CO) and record the date on the CO if applicable.
- 6.4 The CSR will ask the customer what the problem with the load is and write down as much and as detailed information as possible.
- 6.5 The CSR will always obtain Marketing authorization for further customer contact; preferably the signature of the National Sales Manager. If unavailable, obtain signature from the President or Director of Manufacturing.

	GILES CHEMICAL ~ PREMIER MAGNESIA		
	Company Procedure		
	Title: Reporting a Customer Complaint	Number: Q12-PR-100-019	
	Owner: Deborah Durbin	Revision: 0	
	Effective Date: 09/08/12	Page: 2 of 3	

- 6.6 The CSR will send scanned copies of the *Customer Complaint Initiation Form* Q12-PR-100-F-019 to the appropriate people including the Director of Quality. The original copy will be placed in the Director of Quality's mailbox, which will coordinate the investigation (See *CAPA Procedure* Q12-PR-100-014).
- 6.7 Upon receipt of the *Customer Complaint Initiation Form* Q12-PR-100-F-019, the Director of Quality will contact customer, if necessary, and may request samples or pictures from customer. The complaint may be voided if the customer cannot provide samples or pictures substantiating the complaint.
- 6.8 After reviewing the complaint, the Director of Quality will assign the investigation to appropriate department. Director of Quality will only aid in, not perform, investigation if incident is a production or mechanical issue. Production Manager, Process Engineer, and/or Maintenance Manager will perform these types of investigations.
- 6.9 The investigation team will meet to determine appropriate corrective actions.
- 6.10 When the investigation is complete, Director of Quality or Sales Rep will contact the customer to make them aware of the corrective actions and send a copy of the investigation report, if appropriate.
- 6.11 The Director of Quality will notify the originating CSR and National Sales Rep (who will notify sales rep) when the investigation has been closed.
- 6.12 The *Customer Complaint Initiation Form* Q12-PR-100-F-019 and all supporting documentation will be filed by the Quality Unit.
- 6.13 Any customers requesting credit or return of non-conformance product should be directed to the Sales Representative. Any credit or return of non-conformance product must have final approval from National Sales Rep or the President.

7.0 Reference Documents

- 7.1 *Customer Complaint Initiation Form* Q12-PR-100-F-019
- 7.2 *CAPA Procedure* Q12-PR-100-014

	GILES CHEMICAL ~ PREMIER MAGNESIA		
	Company Procedure		
	Title: Reporting a Customer Complaint	Number: Q12-PR-100-019	
	Owner: Deborah Durbin	Revision: 0	
	Effective Date: 09/08/12	Page: 3 of 3	

8.0 Amendment Record

Revision Number	Revision Date	Revision Author	Revision Description
0	09/08/12	DD	New Document