

GILES CHEMICAL CORPORATION		
COMPANY PROCEDURE		
Standard Operating Procedure	Page : 1 of 2	Revision : Date :03/17/2007
	Author: Stacy Howell Title: Complaint Sign-Off	

Safety: No safety is required.

Purpose or Objective: The purpose of this procedure is to ensure that customer complaints are signed off by the appropriate personnel.

Procedure:

- 1) After a customer files a complaint, the complaint has been investigated and all action items are completed, the appropriate personnel must sign the complaint to close the complaint.
- 2) Customer Feedback are signed-off by the Quality Manager
- 3) Formal Complaints and Serious Complaints must be signed-off by the investigating participants, Production Manager, and Quality Manager.
- 4) After production team and Quality Manager sign-off the complaint the president must review complaint and sign-off.
- 5) President will return complaint to Quality Manager and complaints will be filed in the office of Quality Manager.

GILES CHEMICAL CORPORATION		
COMPANY PROCEDURE		
Standard Operating Procedure	Page : 2 of 2	Revision : Date :03/17/2007
Author: Stacy Howell	Title: Complaint Sign-Off	

TRAINING DOCUMENTATION

	EMPLOYEE	TITLE	SIGNATURE	DATE
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				