
	GILES CHEMICAL		
	COMPANY PROCEDURE		
	Reporting Customer Complaint	Page : 1 of 4	Revision : 03 Date : 09/07/2010
	Author: Stacy Lindsey/Tina McConnell		

Safety: None

Purpose or Objective: The purpose of this procedure is to ensure Giles Chemical is handling and responding to customer complaints in a timely and efficient manner.

Procedure:

- 1) When a customer calls in with a complaint, he or she should be given directly to the Customer Service Representative that handles his or her account.
- 2) The Customer Service Representative will retrieve an "Incident Investigation Initiation" Form.
- 3) The CSR will ask the customers name, title, and phone number and write it on the "Incident Investigation Initiation" Form.
- 4) The CSR will ask if the complaint coincides with a Bill of Lading. If so, write it down and get the date on the Bill of Lading.
- 5) The CSR will ask the customer what the problem is with the load and write down as much and as detailed information as possible on the "Incident Investigation Initiation" Form.
- 6) **The CSR will obtain authorization in case of swap sales from Marketing. In the event that CSR can not retrieve information the Quality Manager will obtain the authorization.**
- 7) The CSR will then put the "Incident Investigation Initiation" Form in the Quality Department mailbox for further investigation.
- 8) Quality Manager will collect form and contact customer and ensure them the matter is being handled. Quality Manager will request samples or pictures from Customer. Quality Manager has the right to void complaint if customer can not provide any samples or pictures along with complaint.
- 9) Quality Manager will review complaint and assign investigation to department, if needed. Quality Manager 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 the investigation.
- 10) Quality Manager, Process Engineer, Maintenance Manager, and Production Manager will meet to determine corrective actions.
- 11) When investigation is complete, Quality Manager or Associate will contact customer to make them aware of our corrective actions.
- 12) The call to customer will be made by Quality Manager or Associate and can involve other area Managers, if necessary, to explain process or production issues.
- 13) Quality Manager or Associate will send email to customer to confirm the complaint details discussed. This documentation will be kept with hard copy of customer complaint.
- 14) **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 President or Business Manager (In this case would be Dan)**

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Sales

- 1) Sales representatives must report customer complaint calls to CSR handling account.
- 2) Sales representatives may call Quality Manager or Quality Associate to report complaints directly.
- 3) It is preferable that sales representatives' fax or email Quality Manager Customer Complaint form, but Quality Manager will accept email as long as complaint has customer name, complaint, and contact information for customer.
- 4) Quality Manager is responsible for contacting customer and sales representative may be involved upon request.



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TRAINING DOCUMENTATION

	EMPLOYEE	TITLE	SIGNATURE	DATE
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Revision Number	Revision Date	Revision Author	Revision Description
00	01/29/2007	SL/TM	New Document
01	09/16/2008	SL	Remove word Corporation from Document. Place document on new form and fix header. Added to step #7 Quality Manager will request pictures and samples from customer. Quality Manager has right to void complaint if customer does not provide sample or pictures.
02	05/04/2010	SL/PT	Added 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 President or Business Manager (In this case would be Dan Dougherty)
03	05/07/2010	SL	1) -Added 6) The CSR will obtain authorization in case of swap sales from Marketing. In the event that CSR can not retrieve information the Quality Manager will obtain the authorization.