

	GILES CHEMICAL		
	COMPANY POLICY / PROCEDURE		
	Reporting Customer Complaint	Page : 1 of 3	Revision : 09/16/2008 Date : 01/29/2008
	Author: Stacy Lindsey/Tina McConnell	Job Specific	

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 then put the "Incident Investigation Initiation" Form in the Quality Department mailbox for further investigation.
- 7) 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.
- 8) 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.
- 9) Quality Manager, Process Engineer, Maintenance Manager, and Production Manager will meet to determine corrective actions.
- 10) When investigation is complete, Quality Manager or Associate will contact customer to make them aware of our corrective actions.
- 11) 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.
- 12) 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.

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
1				
2				
3				
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