

GILES CHEMICAL									
COMPANY PROCEDURE									
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	Complaint Sign On	ruge .	1 01 3	Date	:	096/14/09			
Author:	Stacy Lindsey		Job Specific						

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.



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## TRAINING DOCUMENTATION

	EMPLOYEE	TITLE	SIGNATURE	DATE
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Revision Number	Revision Date	Revision Author	Revision Description
00	03/17/2009	SH	New Document
01	09/14/2009	SL	-Placed procedure on new format -3 year revision – no changes to procedure