

	GILES CHEMICAL		
	COMPANY PROCEDURE		
	Complaint Sign-Off	Page : 1 of 3	Revision : 01 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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Job Specific

TRAINING DOCUMENTATION

	EMPLOYEE	TITLE	SIGNATURE	DATE
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