ineco

Complaints and claims handling



COMPLAINTS/CLAIMS/ALLEGATIONS PROCESS

Delivery / notification of receipt of complaint Registration in the System enquiries

Analysis, Action Plan

Notification to the customer and Monitoring Notification to the customer and Stakeholders

Objective

To collect individual complaints, claims and comments from customers and stakeholders, process them objectively in a way that meets legal, regulatory and contractual requirements, gather information and analyse their causes, keep the customer and stakeholders informed and contribute to providing better service.

Input

Comments from customers and stakeholders to improve the organisation

Complaints and claims management process

Output

- •Response to the complaints and claims.
- •List of complaints and claims from customers and stakeholders.



Complaints and claims handling

1

Complaint delivery

Customer and stakeholders

The customer and stakeholders will send their comments and complaints through the Ineco website.

Receipt of the comment will be notified automatically through a tool designed for that purpose.

2

Complaint registration in the system

CPC Manager

The tool will automatically send the comment, complaint or claim to the Quality and Environmental Management manager, who will register it in the "Complaints and Claims" DB.

3

Analysis, study and enquiries

Analysis team

The manager will analyse the comment or complaint, determine whether they affect our work or the management of our environmental aspects, and request the relevant reports from the parties involved. The analysis team will be set up with the parties involved to determine if action is required and which actions might be taken. The sender will be informed through the contact details.

4

Action Plan

Analysis team

If the analysis team deems the comment or complaint to be valid, an action plan will be established to perform or implement the activities necessary to resolve it.

5

Action monitoring

CPC Manager

The Quality and Environmental Management Manager will monitor the comments, complaints and claims from customers and stakeholders that affect the quality of our work or the management of our environmental aspects.

6

Implementation Closure and Notification

CPC Manager

Once the suggestion has been implemented, the sender will be notified through the tool (implemented).