



Complaint Management Lesson

1. Policy

- 1.1. The management has established guidelines and procedures to address complaints effectively to facilitate all customer complaints.
- 1.2. All customer complaints and issues are recorded and documented

2. Procedure

2.1. Customer Complaints Received

- 2.1.1. Customer complaints received by customer service or company personnel shall be documented using the *Customer Complaint Report*.
- 2.1.2. Once the report is compiled, submit the report to upper management, Operation Manager with the following information;
 - 2.1.2.1. Date – the date the complaint is received.
 - 2.1.2.2. Customer Name - the customer's name or the complainant.
 - 2.1.2.3. Phone – the phone number of the complainant
 - 2.1.2.4. Address / City / Zip Code – the complainant's address, city, and zip code.
 - 2.1.2.5. Product Name
 - 2.1.2.6. Product Description
 - 2.1.2.7. Product Julian Date
 - 2.1.2.8. Product Expiration Date
 - 2.1.2.9. Product Purchased Date
 - 2.1.2.10. Product Purchase Location
 - 2.1.2.11. Person Contacted: Person Handling the Complaint
 - 2.1.2.12. Nature of the Complaint
 - 2.1.2.13. Action(s) taken to prevent the complaint from recurring –
 - 2.1.2.14. In the event this area has not been resolved, leave it blank.
 - 2.1.2.15. Have the Operations Manager document the corrective action and include it with the report.
 - 2.1.2.16. Date of Resolution.

2.2. Customer Complaints Investigations

- 2.2.1. Methods – Investigation Corrective Action Report - Refer to Investigation Corrective Action Report
 - 2.2.1.1. Personnel initiating the investigation shall document the investigation of the complaint by filling out the Investigation Corrective Action Report by filling out the following areas;
 - 2.2.1.1.1. Date – the date the investigation is initiated
 - 2.2.1.1.2. Initiated By – person initiating the investigation
 - 2.2.1.1.3. Product Affected
 - 2.2.1.1.4. Lot # / Code Date
 - 2.2.1.1.5. Product Line
 - 2.2.1.1.6. Summary of complaint – refer to Customer Complaint Report to get the information
 - 2.2.1.1.7. Investigation – document the personnel involved in the investigation.
 - 2.2.1.1.8. Describe the Problem
 - 2.2.1.1.9. Root Cause
 - 2.2.1.1.10. Corrective Actions
 - 2.2.1.1.11. PO#
 - 2.2.1.1.12. Client #
 - 2.2.1.1.13. Claim Received Date
 - 2.2.1.1.14. Claim & Defect Quantity



- 2.2.1.1.15. Remarks
 - 2.2.1.1.16. Pictures of the Problem
 - 2.2.1.1.17. Pictures of the Root Cause for Explanation
 - 2.2.1.1.18. Pictures of the Corrective Actions
 - 2.2.1.1.19. Completed by and Date – Personnel completing the form shall fill this section.
 - 2.2.1.2. Methods – SCAR – Refer to *Supplier Corrective Action Request (SCAR) Form*
 - 2.2.1.2.1. If the customer complaint derives from a product not produced, processed, or packaged by Bubble Tea Supply, the SCAR form shall be submitted to the contract manufacturer, company, or vendor.
 - 2.2.1.2.2. SCAR report shall be filled out accordingly;
 - 2.2.1.2.2.1. SCAR Number
 - 2.2.1.2.2.2. Request Date
 - 2.2.1.2.2.3. Received (SCAR Completed Date)
 - 2.2.1.2.2.4. Submitted By / Date / Time
 - 2.2.1.2.2.5. Submitted To – Company
 - 2.2.1.2.2.6. Customer Name – [COMPANY NAME]
 - 2.2.1.2.2.7. [COMPANY ADDRESS]
 - 2.2.1.2.2.8. Contact – [COMPANY NAME] Product contact
 - 2.2.1.2.2.9. Phone – [PHONE NO.]– [COMPANY NAME]
 - 2.2.1.2.2.10. Email – [COMPANY EMAIL]
 - 2.2.1.2.2.11. Location Issuing the SCAR - [COMPANY ADDRESS]
 - 2.2.1.2.2.12. Company Product
 - 2.2.1.2.2.13. Product Code
 - 2.2.1.2.2.14. Product Lot
 - 2.2.1.2.2.15. PO Number
 - 2.2.1.2.2.16. Product Quantity
 - 2.2.1.2.2.17. Follow Step 4.1 to Step 4.2 of the Form.
- 2.3. Customer Complaints Responses
 - 2.3.1. Methods
 - 2.3.1.1. Customer service personnel responds to the complaints based on the investigation results and corrective actions.
 - 2.3.1.2. Quality shall document all findings utilizing the applicable forms to be referenced for customer response.
- 2.4. Customer Complaints Trends
 - 2.4.1. Quality Personnel shall maintain complaint data to be trended on;
 - 2.4.1.1. Mixing
 - 2.4.1.2. Moisture
 - 2.4.1.3. Foreign Object
 - 2.4.1.4. Short Count
 - 2.4.1.5. Handling
 - 2.4.1.6. General Quality
 - 2.4.1.7. Packaging
 - 2.4.1.8. Mold
 - 2.4.1.9. Shelf Life
 - 2.4.1.10. Texture
 - 2.4.1.11. Wrong Code
 - 2.4.1.12. Date
 - 2.4.1.13. Weights
 - 2.4.1.14. Diameter



- 2.4.1.15. Other
- 2.4.2. Trending Data shall be maintained monthly and annual basis reporting – Refer to *Customer Complaint Trend Analysis*
- 2.5. Customer Complaints Corrective Actions
 - 2.5.1. Quality personnel shall initiate corrective action plans or process adjustments upon the complaint data trends showing an increase of complaints in a particular issue. Refer to 4.4.1 above.
- 2.6. Corporate Entity – Complaint Management System
 - 2.6.1. Corporate will issue a SCAR form for a product not produced by the facility. Refer to the Section above
- 2.7. Records
 - 2.7.1. Complaint records are retained and include all corrective actions taken.
 - 2.7.2. Records to be maintained at the Quality Department.
 - 2.7.3. Complaints shall be logged using *Complaint Log Record*
- 3. Responsibility
 - 3.1. Customer Service Personnel
 - 3.1.1. Initiating the forms
 - 3.1.2. Submitting the complaints to Quality Personnel
 - 3.1.3. Submitting and collecting the SCAR form to company and vendors
 - 3.2. Quality Personnel
 - 3.2.1. Investigation of the complaints
- 4. Corrective Action
 - 4.1. If the Complaint Management Program does not comply or deviate from the SQF standard requirements, conduct an FSMS Management review to align and update the program.
 - 4.2. A review of the program must be documented upon the update.
- 5. Review – Quality
 - 5.1. Review of customer complaint records (i.e., complaints from customers, consumers, and/or regulatory authorities);
 - 5.2. Review the customer complaint procedure, including collecting customer complaint data, investigating complaints, and managing corrective action.
 - 5.3. Investigation of the interface between a corporate reporting function and site knowledge and investigation of customer complaints (where applicable);
 - 5.4. Investigation of outcomes of corrective actions taken as a result of customer complaint investigations
- 6. History

Revision No.:	Revision Date:	Description of Change:	Originator / Author Name:	Title / Department:
0	20220719	Original	Arnel Ryan	PCQI / Compliance

Requirements:

- (1) The trainee has read or received a verbal translation of all or part of the policy, procedure, method, and or SOP for which they are being trained.
- (2) The trainee has demonstrated the task they are to perform or the procedure for which they are being trained as required.
- (3) The trainee has demonstrated the ability to perform the task with acceptable proficiency and minimal supervision.