1. **SCOPE**
2. This procedure applies to the Sales and Marketing Rep, Quality Manager/Food Safety Team Leader, Food Safety Coordinator, Factory Manager, Production Manager and Production Supervisors at Tijule facility.
3. **PURPOSE**
4. The purpose of this work instruction is to describe the process of responding to and resolving customer complaints.
5. **DEFINITIONS**
6. *Customer Complaint Team* consists the Managing Director, Sales and Marketing Rep, Quality Manager, Food Safety Team Leader, Food Safety Coordinator, Secretary and Factory Manager, Production Manager.
7. **PROCEDURE**
8. **Responsibility**
   * 1. **Sales and Marketing Rep/Sales Clerk/Secretary**
        + 1. Receives and documents complaint on the Customer/Consumer complaint Form or send form to customer/consumer. Complaint form must be completed by complainant within five (5) business days of initial complaint report.
          2. Receives returned goods.
          3. No goods with broken seals will be accepted.
          4. Provide an exchange or refund to the customer once there are obvious signs of defect.
     2. **Sales and Marketing Rep**
9. Calls a meeting with the customer complaint team within two (2) business days after completed complaint form is received.

**Sales and Marketing Rep and Managing Director**

Sends initial response to complainant within four (4) business days after team meeting.

* + - * 1. **Customer Complaint Team**

1. Conducts a review to determine whether or not the complaint is valid.

1. Conduct a review and investigation and the results documented.
   * 1. If the review determines that the complaint is not valid, the complainant is contacted by the Sales and Marketing Rep and is informed of the result of the investigation.
        + 1. If the complaint is valid a Root Cause Analysis of the complaint is conducted following the requirements of the Corrective Action Process.
     2. **Marketing Rep**
   1. The result of the investigation is documented and presented to the Managing Director.
      1. **Managing Director.**
2. The Managing Director who is also the Recall Manager may convene a meeting of the Recall Team if the result of the investigation warrants.
   * 1. Follows up with the distributor or with the consumer.
        1. **Quality Manager**
        2. Performs test internally or send sample to an external lab depending on the nature of the complaint.
3. **Food Safety Team**
4. Perform root cause analysis.

1. **RECORDS**

Customer Complaint Record Sheet

[..\..\..\FORMS\MS Forms\Customer Complaint Record Sheet\CONSUMER COMPLAINT RECORD SHEET.docx](file:///\\Dc2\j\FoodSafety\FSSC%2022000%20Management%20System\FORMS\MS%20Forms\Customer%20Complaint%20Record%20Sheet\CONSUMER%20COMPLAINT%20RECORD%20SHEET.docx)

1. **Reference**

Corrections and Corrective Actions

[..\CorrectionsAndCorrectiveActions\CorrectionsandCorrectiveActions.docx](file:///\\DC1\FoodSafety\FSSC%2022000%20Management%20System\PROCEDURES\ManagementSystemProcedures\CorrectionsAndCorrectiveActions\CorrectionsandCorrectiveActions.docx)

Customer Complaint team

[..\..\..\Records\Customer Complaint Team\Customer Complaint Team.docx](file:///\\Dc2\j\FoodSafety\FSSC%2022000%20Management%20System\Records\Customer%20Complaint%20Team\Customer%20Complaint%20Team.docx)

1. **DOCUMENT CONTROL INFORMATION**
2. **APPROVAL AUTHORITY**

|  |  |  |  |
| --- | --- | --- | --- |
| Authored by; | REVISED BY | APPROVAL BY | DATE |
| Owen Glave and Customer complaint Team |  | Food Safety Team | 22/04/2015 |