**SOP for Handling Customer Complaints**

1. In the event of a complaint - Trial and Error, shipment will arrive.
2. Unpack and separate the fish.
3. Fishes are to be packed in 4 sets of 3 bags labelled with C/T1/T2/T3 LABEL T - Treatment/Test, LABEL C - Control
4. Determination of outcome. Checking on fish after 24 hours. If in good condition, will send out the current packing method and return back fishes - provided they are not dead.
5. If fishes are still not good, monitor and wait for 41 hours (in total). If it is good, we will send it out.
6. Lastly 65 hours in total, if good, send out.
7. If not good after a total of 65 hours - replacement will be made for fishes immediately.
8. In the period of the trial and error method, if the method seems to work, implementation of the new method will start usually after 2-3 weeks of complaint.

**Theory on Handling Customer Complaints**

Handling complaints will only happen if there is a problem when customers find high DOA, water being very cloudy/unclear/foggy/smelly, fishes that are not up to standard. These problems occur when there may be a flaw in the packing water when used during the packing or a slight chance of improper husbandry in the fishhouse. Normally, we would focus on the packing water as we want the customers to feel the highest standards of husbandry when they receive their imports. Packing water is where we use different medicines, leaves and more to ensure the packing water is most suitable for the ornamental fishes. There are a total of 10 tanks with different purposes for different packing methods.

1. Filter and sort
2. To be bagged
3. C - Control which is the original packing water that was used on the fishes. T1/T2/T3 would be any of the 10 tanks we want to use and experiment on to find which is the most suitable. Say for example T1 would be leaf water, T2 with medicine, T3 with leaf water plus medicine.
4. NIL
5. NIL
6. NIL
7. We would normally send out extra but rarely there is ever a case where we reach over 65 hours.
8. This is to ensure our service remains at a certain standard and the packing water would be at an optimum throughout the delivery process so the fish will not be damaged.