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PURPOSE

To ensure customer complaints are acted upon immediately and resolved to the satisfaction of the customer. Further, to ensure that appropriate corrective actions are taken on trends of complaints to prevent their recurrence.

SCOPE

Applicable to complaints received at all Units of OEC Records Management Company.

REFERENCE

None

RESPONSIBILITY

Customer service executive is responsible for receiving plus logging the complaint and informing the customer service manager and operations head.

Customer service manager and the operations head are responsible for assigning the complaint, and analysing complaints on a periodic basis to take appropriate preventive/corrective action.

The complaint handler is responsible for taking action on the complaint and confirm whether the resolution of the complaint was satisfactory.

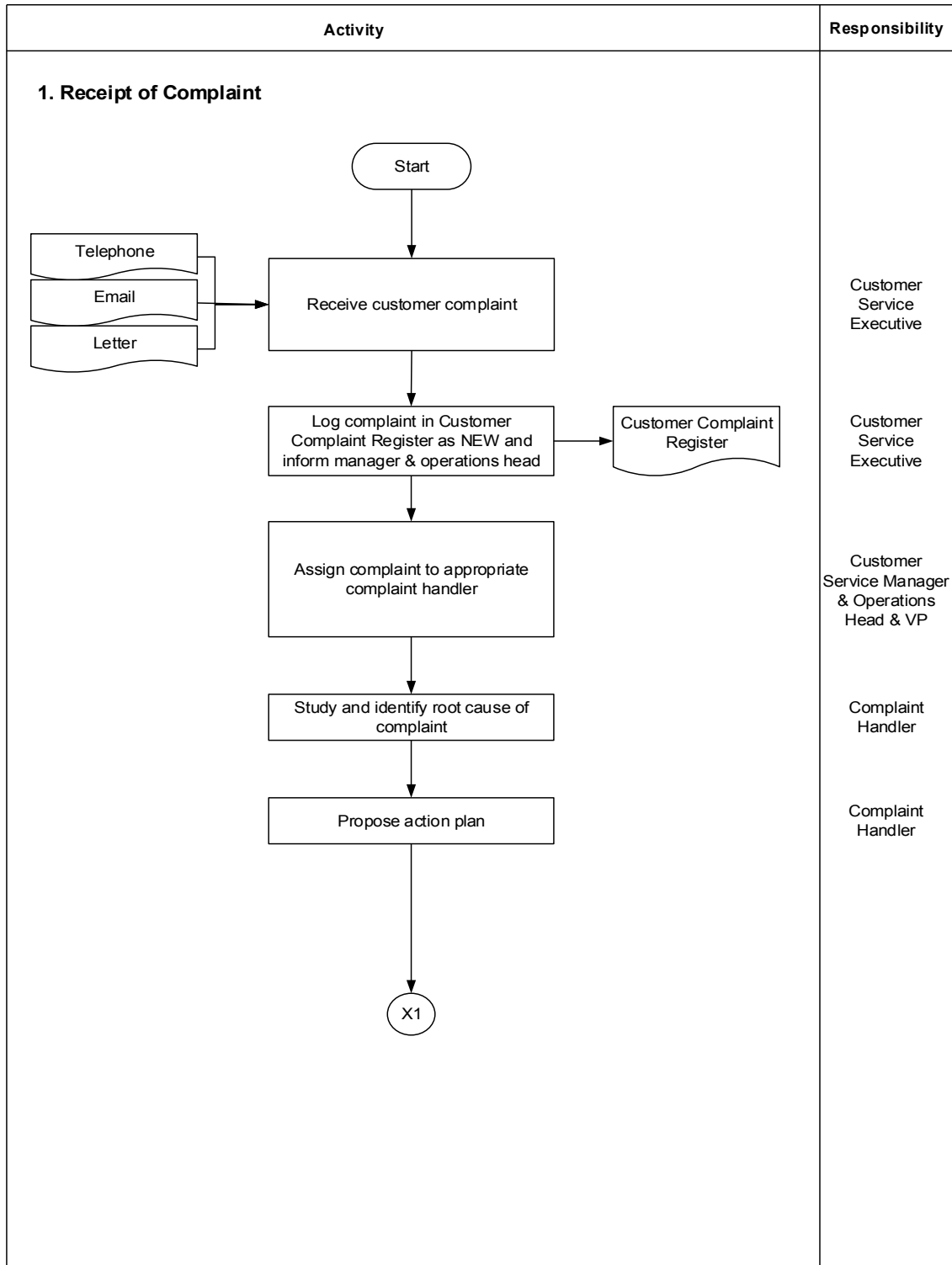
PROCEDURE / DESCRIPTION OF ACTIVITIES

Refer to the flow chart for the detailed activity steps

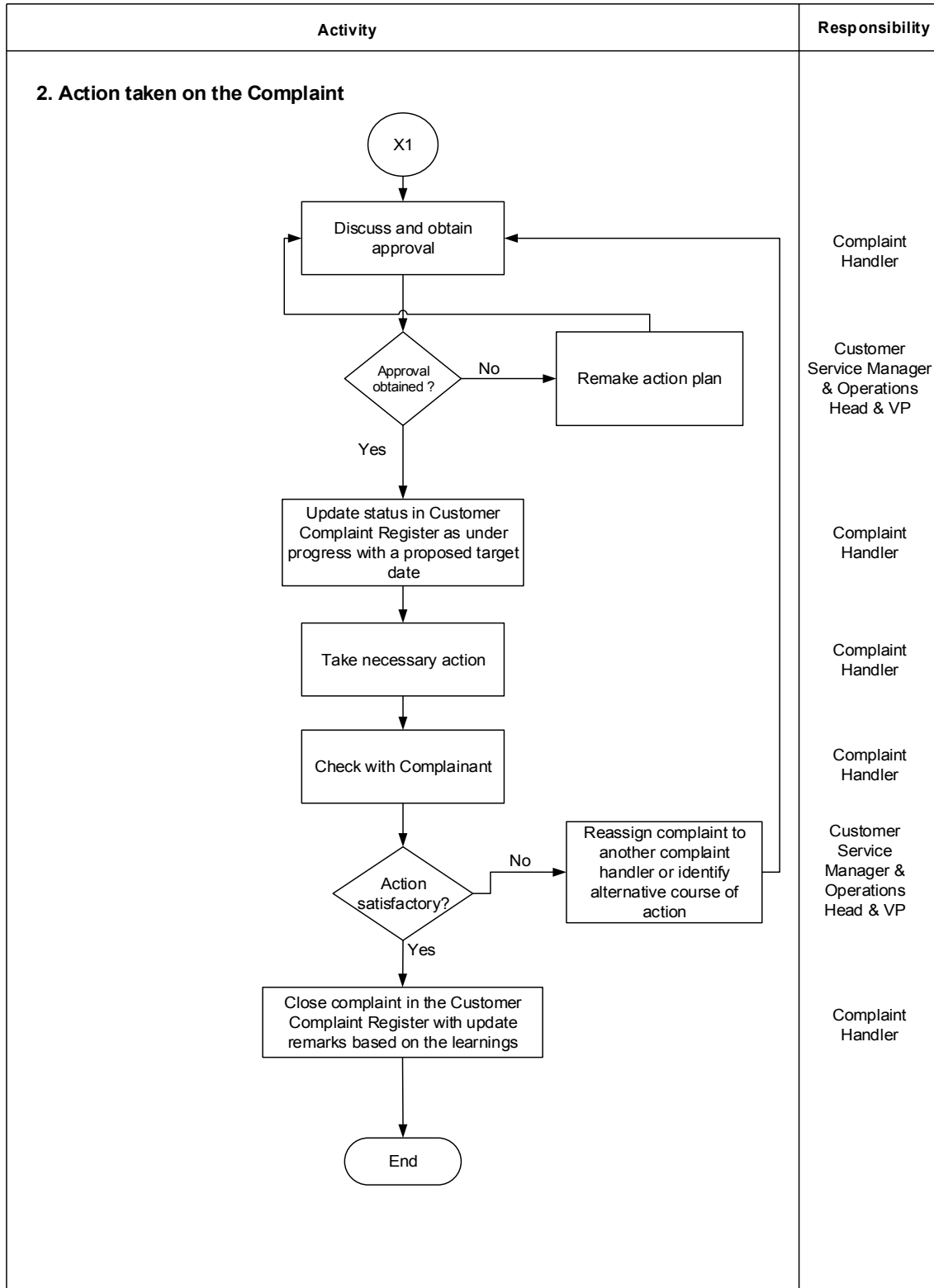
FORMATS / EXHIBITS

Record Number	Record Title	File Name	Location of Record	Responsibility	Retention Period
OEC-CSD-CM-F-01	Customer Complaint Register	Customer Complaint Register	Department Head	Office of Department Head	1 year

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