

Company Name

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Complaints are received by management and investigated for validity, seriousness and root cause. Critical or serious complaints such as a claim of alleged injury or poisoning will instigate an immediate investigation which may involve crisis management and product recall.

Critical complaint is defined as an unsafe product that may result in injury or illness to the customer. This includes metal or glass in the product, contamination with dangerous chemicals and food poisoning bacteria.

Non-critical complaints, which are quality defects, are any product that does not meet customer specifications and include such things as poor packaging, labeling and date coding.

After the identification of the root cause, corrective actions are implemented and preventive measures taken to minimize or eliminate the risk or reoccurrence of the problem.

Customer complaints are analyzed by product and type to identify complaint trends. Complaint trends are reviewed at management review meetings.

Records of all customer complaints and their investigations are maintained in the customer complaint file.

Reference: Customer Complaint File including:

- Trend Analysis
- Corrective Action

END

Date	Action	Approved By
	New Document	