



DOCUMENTED PROCEDURE

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Effectivity Date:

**MANUAL
ISSUANCE NO. 2**

Section 2.0

PROCEDURES - GENERIC

May 28, 2019

ISO 9001:2015

Subsection: 2.14

HANDLING OF CUSTOMER COMPLAINTS

Revision No.

1

Code : **CG-8.5.2-002**

Customer : Policy Holders, Internal Customers

Objective : To establish a system and maintain a documented procedure for handling customer complaints.

Scope : This procedure starts with filling up of the Customer Complaint Form, and ends with monitoring the implementation of agreed plan and coordinating with the Document Controller any need for revision of the documented procedures.

Reference : Customer Complaint Form

Procedure Details :

ACTIVITY	PERSON RESPONSIBLE
1.0 Initiates the filling-out of the Customer Complaint Form upon receipt of a complaint(s) from the customer.	Attending Staff
2.0 Immediately addresses the complaint if within the authority/capacity of the attending staff. If not, tries to elevate the matter to his/her immediate head or to the concerned department(s) for immediate corrective action.	Attending Staff
3.0 Agrees with the customer on corrective actions to be taken regarding the complaint.	Attending Staff, Concerned Department(s)
4.0 Coordinates with the other concerned parties (e.g. immediate head, other related department).	Attending Staff

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ACTIVITY	PERSON RESPONSIBLE
5.0 Analyzes the complaint to come up with the Correction/Immediate Action Taken, and Corrective Action.	Department Head, Attending Staff, and other concerned department representative(s)
6.0 Forwards a copy of the accomplished Customer Complaint Form to the Manager-Marketing and IQA Team Leader.	Department Head
7.0 Consolidates customer complaints received every month.	Manager-Marketing
8.0 Validates recommended <u>corrective</u> action plan and arranges for an agreement among departments concerned on the planned actions/resolutions.	IQA Team Leader and Quality Management Representative
9.0 Monitors implementation of agreed plans/resolutions, and coordinates with the Document Controller any need for revision of documented procedures.	IQA Team Leader and Quality Management Representative

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