

1.0 PURPOSE

To ensure all complaints are recorded, investigated and actioned.

2.0 SCOPE

This procedure applies to all complaints, regarding Quality, Environmental and Health & Safety received at Chemifloc.

3.0 REFERENCES/ATTACHMENTS

Customer Complaints Form QP4/S1.
Accident Report Form HS01/F1.
Accident Investigation Form HS01/F2.

4.0 DEFINITIONS

Complaint: any expression of dissatisfaction by an interested party, whether justified or not.

NOTE: In relation to Chemifloc Ltd the external interested parties are, the Environmental Protection Agency, Shannon Development Co., Clare Co. Co., relevant Insurance companies, customers and suppliers.

5.0 RESPONSIBILITY

All personnel are responsible for recording verbal customer complaints. The Quality Manager is responsible for recording written customer complaints. The Quality Manager is responsible for analysing all customer complaints and ensuring adequate corrective actions are instigated to prevent their recurrence.

6.0 PROCEDURE.

- 6.1 All written complaints received by post, fax, email or in writing are passed to the Quality Manager who records them on a Complaints Form and where appropriate entered into the Environmental Management System Complaints Register.
- 6.2 The recipient, on a Complaints Form, shall record any complaint received by company personnel during client visits or by telephone. If the recipient of the complaint can take immediate corrective action, the steps taken are recorded on the complaint form before it is passed to the Quality Manager.
- 6.3 The Quality Manager shall investigate the nature and seriousness of the complaint, the reason for the complaint and any subsequent problems that may occur as a result of the complaint and which ought to be addressed.
- 6.4 The Quality Manager shall inform personnel with immediate responsibility for the activity, which resulted in the complaint, in order to prevent recurrence of similar complaints in the future.
- 6.5 The Quality Manager shall record all complaint investigation findings and the corrective actions taken in the relevant Complaints Form.
- 6.6 All correspondence or investigative findings associated with complaint is attached to the relevant Complaint Form and retained in the Complaints File.
- 6.7 In general the Quality Manager shall respond in writing to the originator of the complaint (e.g. Environmental Protection Agency) stating the agreed corrective action and shall follow with a phone call to ensure that the complaint is closed out.
- 6.8 The Complaints File shall be reviewed prior to each annual Management Review meeting in order to determine any trends and additional corrective actions required to prevent recurrence (See Procedure, Management Review).

7.0 RECORDS.

The Quality Manager retains Complaints Form and associated records on file for a minimum period of seven years.

