

## Complaints Procedure

All customer complaints are recorded for ISO and company records. The complaints are split into two categories: quality problems (customer complaints, delivery discrepancies, product defects etc) and financial.

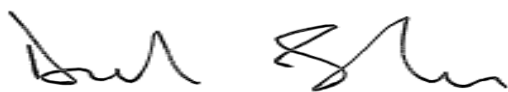
For quality problems the process starts with the Customer Services Coordinator receiving the complaint either through a telephone call or an email. They then report it via the Quality Improvement Request form (see attachment). This form records the personal details of the customer and the nature of the problem. Often the action needed to rectify the problem is apparent, and can be dealt with immediately. In these cases, the solution is recorded onto the QIR form and then handed over to the ISO supervisors, who record it on the QIR log. This log allows the company to monitor all issues and try to prevent any future problems. If however the issue cannot be dealt with by the Coordinators and needs further attention, the form is passed over to the Customer Services Supervisor, who will make sure personally, that it is dealt with quickly and efficiently.

In more serious cases where the Customer Services Supervisor feels the matter may require the attention of the Sales Director, the Customer Services Supervisor will contact them directly, and discuss the problem. The Sales Director will then resolve the issue by communicating with the relevant parties, and trying to find the best possible solution.

The final level of escalation occurs when the Sales Director finds they cannot resolve the situation. In this eventuality the issue is forwarded onto the CEO of the company, who will then personally deal with the complaint.

In the event of a financial complaint, the issue is dealt with in a similar fashion by the Credit Control Coordinator, who will escalate it to the Financial Controller if needs be, and then finally onto the CEO.

*Updated, June 2013*



David Scholes  
Chief Executive

Number:

# Nationwide Hygiene Supplies Ltd Quality Improvement System Request Form

Date .....

Raised By .....

Complaint or Internal: .....

Customer Name (if applicable) .....

Member Co (if applicable) .....

Supplier Name (if applicable) .....

Item Supplied .....

NW Order Number .....

Brief Description of Problem

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Action taken/needed to rectify problem

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QIR Completed Date:

Please attach copies of related information.