

Below are NORSAFE FOURS Procedures of Handling Customers Complaints and Appeals

Handling Customers Complaints	
1.	Complaints Received from any customer will be forwarded to the QA Engineer through E-mail.
2.	If the complaint is received through a phone call, the customer will be requested to send his complaint through email with all required details.
3.	The QA Engineer will register the received complaints in the Appeals/ Complaints Log sheet.
4.	QA Engineer will raise a CAPAR of the received complaint and forward it to the Operation Manager who will review it to classify the complaint as minor or major.
5.	If the complaint is classified as major, CAPAR will be forwarded to the Appeals/Complaints committee to investigate the complaint and decide what corrective actions to be taken
6.	The CAPAR form will be sent back to the Operation Manager to respond to the required corrective action decided by the Appeals/ Complaints committee,
7.	If the complaint is classified as minor, the Operation Manager will decide the concerned personnel whom the investigation is made on.
8.	Root cause analysis, corrective actions and actions to prevent the recurrence of the problem will be discussed and documented in the CAPAR form during the investigation.
9.	If the minor complaint involves the operation Manager, he shall be excluded from handling the complaint and the coordinator will be included in his replacement.
10.	The decision to be communicated to the complainant will be made by, or reviewed and approved by, personnel not previously involved in the subject of the complaint.
11.	The CAPAR shall be sent back to the QA Engineer in both minor and major cases to check the fulfillment of all details and to follow up solving the complaint
12.	A formal notice will be sent to the complainant and to the Appeals/Complaints committee through email by the end of the process.
13.	QA Engineer will close the CAPAR, attach it with all received and sent emails regarding the complaints, file it and update the Appeals/ Complaints Log sheet.

Handling Customers Appeals	
1.	Appeals Received from any customer will be forwarded to the QA Engineer through E-mail.
2.	If the appeal is received through a phone call, the customer will be requested to send his appeal through email with all required details.
3.	The QA Engineer will register the received appeal in the Appeals/Complaints Log sheet
4.	QA Engineer will raise a CAPAR of the received appeal to the Operation Manager.
5.	The raised CAPAR will be communicated to the appeal committee by the Operations Manager to investigate the appeal and to decide what corrective actions to be taken
6.	An email will be sent to the appellant to inform him that his appeal is registered and communicated to the appeals committee.
7.	The CAPAR form will be sent back to the Operation Manager to respond to the required corrective action decided by the appeals committee
8.	The required corrective action to be taken will be informed to the appellant through an email.
9.	Formal notice will be sent to the appellant and the appeals committee by the end of the process
10.	CAPAR Form will be sent back to the QA Engineer attached with all relevant documents to be filed and to update the Appeals/Complaints Log sheet.