



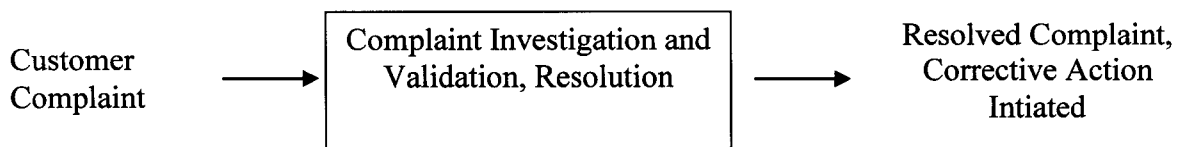
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QUALITY SYSTEM PROCEDURE

TITLE	HANDLING OF CUSTOMER COMPLAINTS PROCEDURE
PURPOSE	To define the process of handling complaints received by the ICC Core Secretariat and ICC Secretariat.
SCOPE	This process covers the receipt of a complaint to the provision of appropriate solutions to the identified problem.
DEFINITION OF TERMS	<ol style="list-style-type: none"> 1. Client – a person or group of people who have interests in the ICC Core Secretariat and ICC Secretariat’s services (e.g. ICC Technical Board, ICC Cabinet Committee). 2. Valid Complaint – a complaint attributable to the functional lapses of the ICC Core Secretariat and/or ICC Secretariat. For clarification if Support should be included

PROCESS DESCRIPTION:

This process defines controls for receiving complaints or identifying adverse feedbacks which can be treated as complaints, its investigation and validation, resolution and the initiation of appropriate corrective action.



PROCESS FLOW

STEP NO.	PROCESS / STEPS	DETAILS	RESPONSIBLE PERSON	REFERENCE / INTERFACE
	START			
1.	Receipt of complaint	Complaint may be received in the form of letter, email, phone call, Customer Satisfaction Survey (CSS) results, verbally-expressed complaint	ICC Core Administrative Assistant and/or Technical Staff	Letter of Complaint / email / CSS results
2.	Recording of complaint	Log the complaint received in the Complaint Monitoring Logsheet.	ICC Core Administrative Secretary	- Complaint Monitoring Log Sheet



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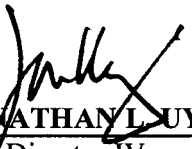

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				- Corrective Action Report Form
3.	Immediate action implementation	Acknowledge the complaint through appropriate medium within three (3) working days upon receipt of complaint. Take immediate action as necessary.	ICC Core Technical Staff	- Letter of Complaint - Acknowledgement Letter
4.	Identification of concerned unit	Evaluate the nature of complaint and determine to whom the complaint will be referred to.	ICC Core Technical Staff and Division Chief	- Corrective Action Report Form - Letter of Complaint
5.	Refer the complaint to the concerned Division/Staff	Refer the complaint to the concerned Division/Staff for appropriate action.	Head of ICC Core Secretariat	- Corrective / Preventive Action Report Form - Letter of Complaint
6.	Evaluation of complaint	Evaluate the nature of complaint if valid. Record complaint in the Corrective Action Report Form and accomplish the form properly. If complaint is not valid, update the Complaint Monitoring Logsheets. Then proceed to End.	ICC Core Secretariat or Concerned Staff/NRO, depending on nature of complaint	- Corrective Action Report Form - Complaint Monitoring Logsheets
7.	Root Cause Analysis	Conduct root cause analysis using the Corrective Action Procedure.	ICC Core Secretariat or Concerned Staff/NRO, depending on nature of complaint	- Corrective Action Procedure
8.	Log the status of complaint	Record the results of verification of the corrective action effectiveness in the Complaint Monitoring Logsheets.	ICC Core Secretariat or Concerned Staff/NRO, depending on nature of complaint	- Complaint Monitoring Log Sheet



QUALITY SYSTEM PROCEDURE

			nature of complaint	
9.	Analyze the complaint monitoring results	Using the Complaint Monitoring Logsheet, analyze the result quarterly to determine possible trends and ways to address them. Result of analysis is submitted to the concerned office of the Director for Management Review purposes. If NEDA-ICC personel is the subject of complaint, furnish HRMD and its Division Chief a copy of the complaint and CAR for appropriate action and 201 filing.	ICC Core Secretariat or Concerned Staff/NRO, depending on nature of complaint	- Complaint Monitoring Log Sheet - Quarterly Complaint Analysis Report
10.	Retain Documented Information	Retain all records generated in accordance with the Records Control Procedure	Concerned process owners	- Records Control Procedure
	END			
RECORDS GENERATED		<ol style="list-style-type: none"> 1. Complaint Monitoring Log Sheet 2. Duly-accomplished Corrective Action Report Form 3. Duly-accomplished Acknowledgement Letter 4. Duly-accomplished Quarterly Complaint Analysis Report 		

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