**Purpose**

This Procedure defines the activities to be carried out in the event of all customer complaints made and our method for analysing feedback received from our customers.

**Procedure**

**Dealing with Customer Complaints**

The company representative who initially finds or receives notification of the complaint will complete a customer complaint form.

The QER shall in conjunction with the customer (if applicable) specify the action to be taken to resolve the complaint and the frequency for this to be completed. The QER shall then ensure that the result of the action taken clears the complaint recording any further actions taken if necessary.

**Customer Feedback**

Customer feedback will be monitored by the following key performance indicators and these discussed at the management review;

* Number of customer complaints
* Discussion of ongoing contracts; this is primarily an indication for all the different businesss of the Company
* Any complimentary letters received from clients.

**Complaint review**

All customer complaints shall be discussed at our management meetings to establish if any underlying problem exists and ensure that action is taken if necessary to prevent the complaint from occurring again.