

HACCPEuropa.com	QUALITY SYSTEMS MANUAL	Issue: 1	Ref No:	
		Issued by:		
	Approved by:			
	Customer Complaints Management		Issue date:	Approval date:
			Page: 1 of 3	

PURPOSE: The purpose of this procedure is to ensure where customer complaints are received, they should be investigated thoroughly, and action is taken to ensure that effective preventative measures are put in place to avoid recurrence of further similar complaints.

RESPONSIBILITY: The Department Manager is responsible for ensuring this procedure is communicated and adhered to by all staff.

INSTRUCTIONS:

DEFINITION OF CUSTOMER COMPLAINTS

Customer complaints are generally made where a product is adversely affected by the finding of foreign body within the food or packaging, or where there is mould, taint or other contamination of the product; or where the quality is not that perceived by the customer to be acceptable.

MANAGEMENT OF CUSTOMER COMPLAINTS

It is the nominated manager responsibility for handling of customer complaints. The main objectives of the system for handling any customer complaints will be:

- to ensure that complaints are handled efficiently and appropriately from the time they are received through to the completion of any remedial action required.
- to ensure that customer complaint trends are recorded and analysed, and information passed on to all relevant staff so that appropriate preventive action can be taken.

All customer complaints must be recorded.

INVESTIGATION PROCEDURES

1. The method and detail of the investigation required will be determined by the type of complaint. All investigations must be carried out immediately and thoroughly to identify the cause of the complaint together with the corrective action required to minimise the risk of a recurrence.

HACCPEuropa.com	QUALITY SYSTEMS MANUAL	Issue: 1	Ref No:	
		Issued by:		
	Approved by:			
	Customer Complaints Management		Issue date:	Approval date:
			Page: 2 of 3	

2. Production, Technical and Engineering staff, as appropriate, will be involved in the investigation to identify possible sources of the complaint and identify remedial action.
3. The nominated manager will ensure that all the appropriate information is obtained and recorded during the investigation.
4. Complaint information will be discussed with relevant staff. Notice boards alone are insufficient. Team briefings must be considered as a method of communicating such information to employees. Records of briefings must be kept.
5. The complaint handling and investigation procedure should include arrangements for following up any necessary corrective action.

ANALYSIS OF COMPLAINTS

1. Customer complaints will be regularly analysed to determine the level of complaints relative to each product or production line as well as production volumes. This should include comparisons of month on month (or period) and year on year.
2. Specific complaint types will be categorised to enable any trends to be easily identifiable (including for individual foreign body types).
3. Complaint analysis must highlight any possible causes such as particular raw materials, specific work teams or production periods.
4. Senior management should review with their operational team complaint numbers, types and trends. The review should be documented to demonstrate action taken, any outstanding actions, and any further proposed corrective action together with timescales for completion.

MONITORING:

Regular audits / inspections of manufacturing areas and controls must be in place to ensure that procedures are effective and working.

VERIFICATION AND RECORD KEEPING:

Regular audits / inspections of manufacturing areas and controls must be in place to ensure that procedures are effective and working.

Internal audits records must be completed, which will include:

- non-conformances
- corrective action
- responsibility
- date of completion

HACCPEuropa.com	QUALITY SYSTEMS MANUAL	Issue: 1	Ref No:
		Issued by:	
	Customer Complaints Management	Approved by:	
		Issue date:	
		Approval date:	
		Page: 3 of 3	

RECORDS APPLIED TO THIS PROCEDURE:

- Internal Audit records
- Customer Complaints log
- Customer Complaints records

DOCUMENTATION RETENTION:

The records applied to this procedure are to be kept on file for a minimum of 3 years.