


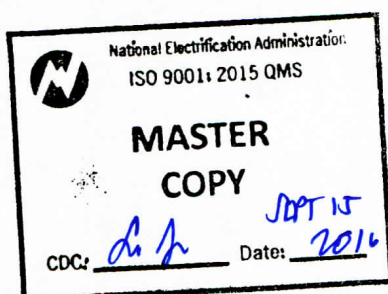

 National Electrification Administration	Manual Title: SYSTEM PROCEDURES MANUAL	Doc Code: NEA-QMS- SP-1.05	Page: 1 of 3
	Document Title: HANDLING OF CUSTOMER COMPLAINTS	Rev. No. 01	Effective: Sept. 15, 2016

Title : Handling of Customer Complaints
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Review / Revision History			
Revision No.	Date	Description	Approved By
0	Sept. 1, 2014	Start of Effectivity Date of NEA-QMS-SP-1.05 Handling of Customer Complaints	AESB
1	Sept. 15, 2016	Revision of Reference Documents from ISO 9001:2008 Clause 7.2.3 Customer Communication into ISO 9001:2015 Clause 8.2.1 Customer Communication The concerned Department/Office (instead of QMR) is required to communicate action taken on Customer Complaints	SBSD



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1.0 OBJECTIVE

To establish a process on how to receive, document and respond to customer complaints

2.0 SCOPE

This covers all complaints received from the electric cooperatives concerning the agency's delivery of services

3.0 TOTAL/MAXIMUM DURATION OF PROCESS

Not applicable

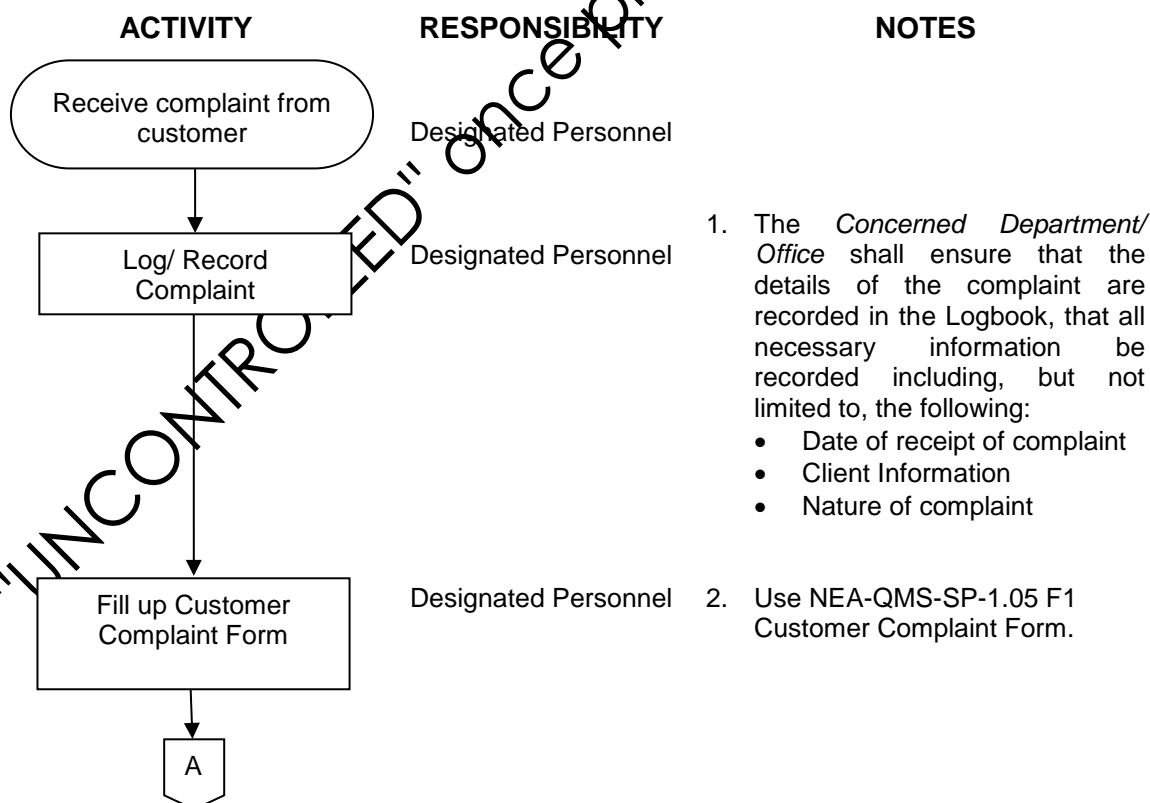
4.0 DEFINITION OF TERMS


None

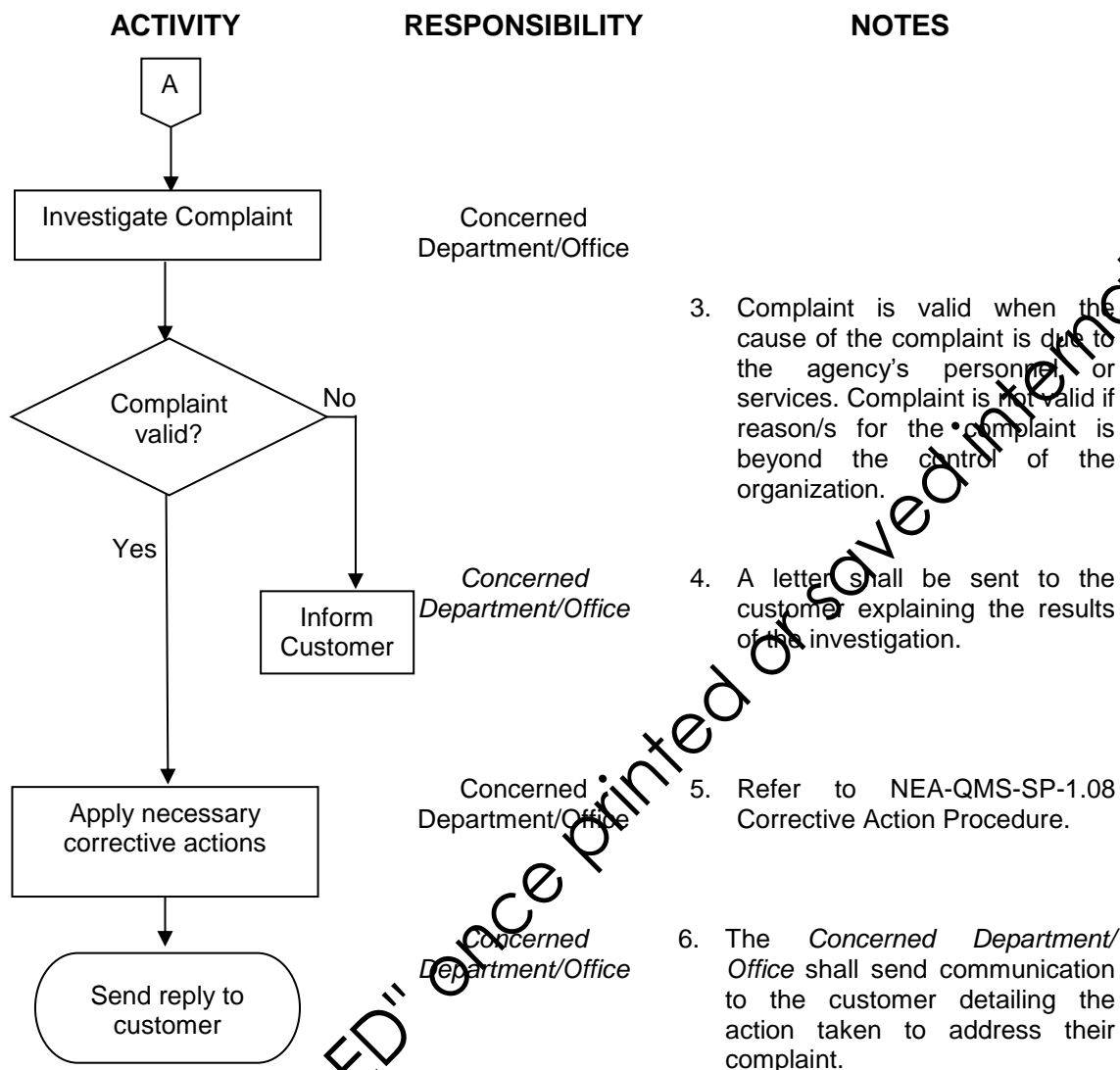
5.0 REFERENCES

ISO 9001:2015 Clause 8.2.1 Customer Communication

6.0 PROCEDURE



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NEA-QMS-SP-1.05 F1 Customer Complaints Form