

Manual Title: SYSTEM PROCEDURES MANUAL	Doc Code:	Page: 1 of 3
Document Title:	SP-1.05 Rev. No.	Effective:
HANDLING OF CUSTOMED	04	Sont 15 2016

COMPLAINTS

Sept. 15, 2016

Title

: Handling of Customer Complaints

Document Code

: NEA-QMS-SP-1.05

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: System Procedures Manual

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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	SBSD	
		The concerned Department/Office (instead of QMR) is required to communicate action taken on Customer Complaints		



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Manual Title

HANDLING OF CUSTOMER **COMPLAINTS**

Rev. No. 01

Sept. 15, 2016

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 agency's delivery of services

TOTAL/MAXIMUM DURATION OF PROCESS

Not applicable

DEFINITION OF TERMS

None

REFERENCES

ISO 9001:2015 Clause 8.2.1 Customer Communication

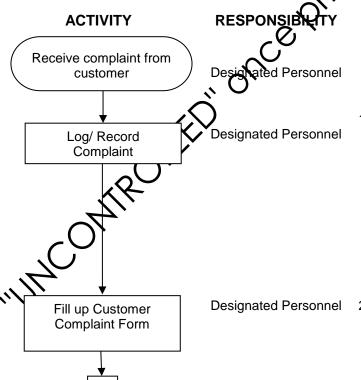
PROCEDURE

3.0 TOTAL/MAXIMUM DURATION OF PROCESS

4.0 DEFINITION OF TERMS

5.0 REFERENCES

6.0 PROCEDURE



NOTES

- 1. The Concerned Department/ Office shall ensure that the details of the complaint are recorded in the Logbook, that all necessary information be recorded including, but not limited to, the following:
 - Date of receipt of complaint
 - Client Information
 - Nature of complaint
- 2. Use NEA-QMS-SP-1.05 F1 Customer Complaint Form.



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HANDLING OF CUSTOMER COMPLAINTS

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