

Procedure complaints

Purpose

Deal with internal and external complaints, to satisfaction of clients and Schutter. This procedure is publicly accessible on <http://www.schuttergroup.com/sf.mcgi?152&cat=>

Procedure

The person or company lodging the complaint sends an e-mail or a letter, making mention of:

- Company name
- Postal and/or e-mail address
- Telephone number
- Description of the complaint, possibility for improvement or idea.

The complaint is received by the quality manager, who registers it and appoints a responsible person to dispatch the complaint. The quality manager will acknowledge receipt. The responsible employee will analyse the complaint, determine the cause and when necessary perform an immediate correction. Next it will be decided if a corrective measure is necessary. Recording of communication and solving the issue, as well as recording of correction and corrective measure, will be handed over to the quality manager. The quality manager records the complaint on a KVF – form (F – 008). The filled in form and recording of communication, correction and corrective measure will be kept in one file. The quality manager checks if the corrective measure has solved the problem, if applicable.

The complaint can relate to operations or production outputs of clients certified by Schutter. If applicable, Schutter will forward the complaint to the particular certified company for further assessment and settlement. In all other cases the complaint will be treated confidentially unless differently agreed with the person who lodged the complaint.

Proces of handling complaints

