

SGS	Complaints, Claims & Appeals	Reference	P4-TFS-01-IN
		Applicable	Local Projects
Objective: To ensure that problems are properly addressed in a timely and effective manner in view of resolving / clarifying customer complaint circumstances, preventing their recurrence and mainly enhancing customer satisfaction.		Version	1
		Date	10-May-24
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Associated Docs.										Flow diagram	Phase description/comments	E	C	A	I	
				X						Reception	1 Reception of customer complaint, claim and / or appeal by designated staff member. It may be submitted by any means. Any grievances (formal / informal communication by any stake holder) received shall be registered in the complaint database.	SM CFD				
									X	Registration	2 Registration of complaint, claim and/or appeal in appropriate database by ASM. ASM of recipient office is responsible for acknowledgement to complainant which must be sent within 1 WD of reception date.	ASM CFD				PM
									X	Communication	3 ASM notifies corresponding internal parties for root cause / resolution of the case. If case is a claim (involves monetary compensation request), ASM informs / keeps the Legal team in loop to be aware and advise / take necessary actions concerned with legal matters .	ASM	SC	PM	LEG	
			X						X	Investigation No Yes	5 Is the record justified (i.e. accepted)? If not justified (i.e. rejected), go to phase 9.	ASM			PM	COM
		X	X					X								
									X	Immediate Action	6 Implementation of immediate action to resolve the complaint.	ASM	LEG	PM		
									X	Corrective Actions	7 Necessary corrective actions are taken and implemented as per P4-TFS-05 .	ASM				
								X								
									X	Supporting Documentation and Finalization	9 Project Manager or person designated by Project Manager are responsible for monitoring the proper registry of these records in QMS on weekly basis including compliance of the deadlines and ensuring availability of supporting documentation.	PM				
									X	Final Closure	10 Project Manager or person designated by Project Manager to close the records in QMS after validation of record completeness and ensuring the corrective action is recorded in corresponding database.	ASM	TM	PM	CFD	
										Monitoring	11					
											12					
Associated Documents										Actions	E	C	A	I		
↑ Appeal Form										Execution	↑					
↑ Claims, Complaints & Appeals Database										Cooperation		↑				
↑ Acknowledgement										Approval			↑			
↑ Notification to IAS										Information				↑		
↑ Consolidated Report										Abbreviations	GTM: Global Technical Manager					
↑ Customer Complaint, Claim, Appeal											COM: Complainant					
↑ Import Verification Program (IVP) Business Rules											IVP: Import Verification Program					
↑ P3-TFS-08: Coordination with Legal											WD: Working Day					
↑ P4-TFS-05: Corrective Action											CFD: Client Feedback Desk					
											LEG: Legal					