



Astron Group

Procedure for Handling Customer Complaints, Appeals & Feedback

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	Procedure for Handling Customer Complaints, Appeals & Customer Feedback	


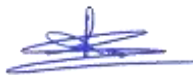

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1.0 Approvals

The signatures below certify that this document has been reviewed and accepted and demonstrate that the signatories are aware of all the requirements herein and are committed to ensuring their provision.

Function	Name/ Designation	Date	Signature
Prepared By	QHSE Manager / Management System Representative	20-06-2024	
Reviewed By	Chief Operations Officer	20-06-2024	
Approved By	Chief Executive Officer	20-06-2024	

2.0 Change History

This document is reviewed to ensure its continuing relevance to the system and process that it describes. A record of contextual additions or omissions is given below:

Issue	Rev. No.	Context	Date
01	00	Initial Version	13-05-2015
01	01	Revise to the requirement of ISO 9001-2015, ISO-14001-2015 ISO 45001-2018 ISO/IEC 17020:2012 and ISO/IEC 17021-1:2015.	28-09-2018
02	00	Reviewed and Reformatted	19-12-2020
03	00	Reviewed in Entirety	26-05-2022
04	00	Process Maps Added	12-06-2024

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3.0 Purpose

The purpose of this procedure is to describe mechanism for documenting the voice of customer with regards to customer complaints, appeals and feedback for ensuring that end user (customer) requirements are met, and they are satisfied by the services provided by Astron.

Adherence to this procedure shall also ensure fulfilment of ISO 9001, ISO 14001, ISO 45001, ISO 29001, ISO 17020 & ISO 17021 international standard requirements.

4.0 Scope

This covers all the activities of Astron Group for effective implementation of Integrated management system and fulfilling all the requirements of International standard at organization.

This procedure applies to all departments, functions, processes, locations at Astron Group.

5.0 Responsibilities & Authorities

Position or Role	Responsibilities
HOD / Technical Manager	<ol style="list-style-type: none"> Overall responsibility for implementation of this procedure. Timely response to customer complaints and appeals. Responsible for reviewing complaints and appeals, root cause analysis, investigation and corrective and preventive actions. Initiating customer feedback survey & analysis of the customer feedback.
Coordinators / Inspector / Auditors	<p>Send customer survey form to the customer on completion of Inspection, Audits.</p> <p>Follow – up with the customers to receive feedback form.</p>
Independent Person	Investigating Complaints and appeals impartiality, take independent decision.
Top Management	Approve the necessary action to address the complaints & appeals.

If the responsible personnel listed above are not available, these responsibilities shall be designated to their deputies.

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6.0 Abbreviations, Definition of Terms



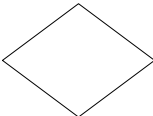

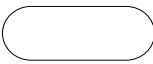

Term	Description
Astron Group	It covers all the Astron offices where it operates.
CEO	Chief executive Officer
COO	Chief Operating Officer
CM	Country Manager
MSR / QHSEM	Management system Representative / Quality, Health Safety and Environment Manager
HOD	Head of Department
TM	Technical Manager
SI	Senior Inspector
INS	Inspector
IC	Inspection Coordinator
QHSE	Quality Health Safety & Environment
MSD	Management system department
IMS	Integrated Management System, including ISO 9001:2015; ISO 14001:2015, ISO 45001:2018, ISO 29001:2020, ISO 17020:2012 & ISO 17021-1:2015.
Independent Persons	The person who is not directly or indirectly associated with or having any business interest with Astron & appellant.
Non-conforming Service	A product and/or services not meeting the requirements and/or acceptance criteria is called as the non-conforming product and/or services.
Correction	Immediate action taken upon identification of non-conformity to address the non-conformity.
Corrective Action	An action taken to eliminate the cause of non-conformities with the QMS requirements in order to prevent recurrence.

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7.0 Process flow chart

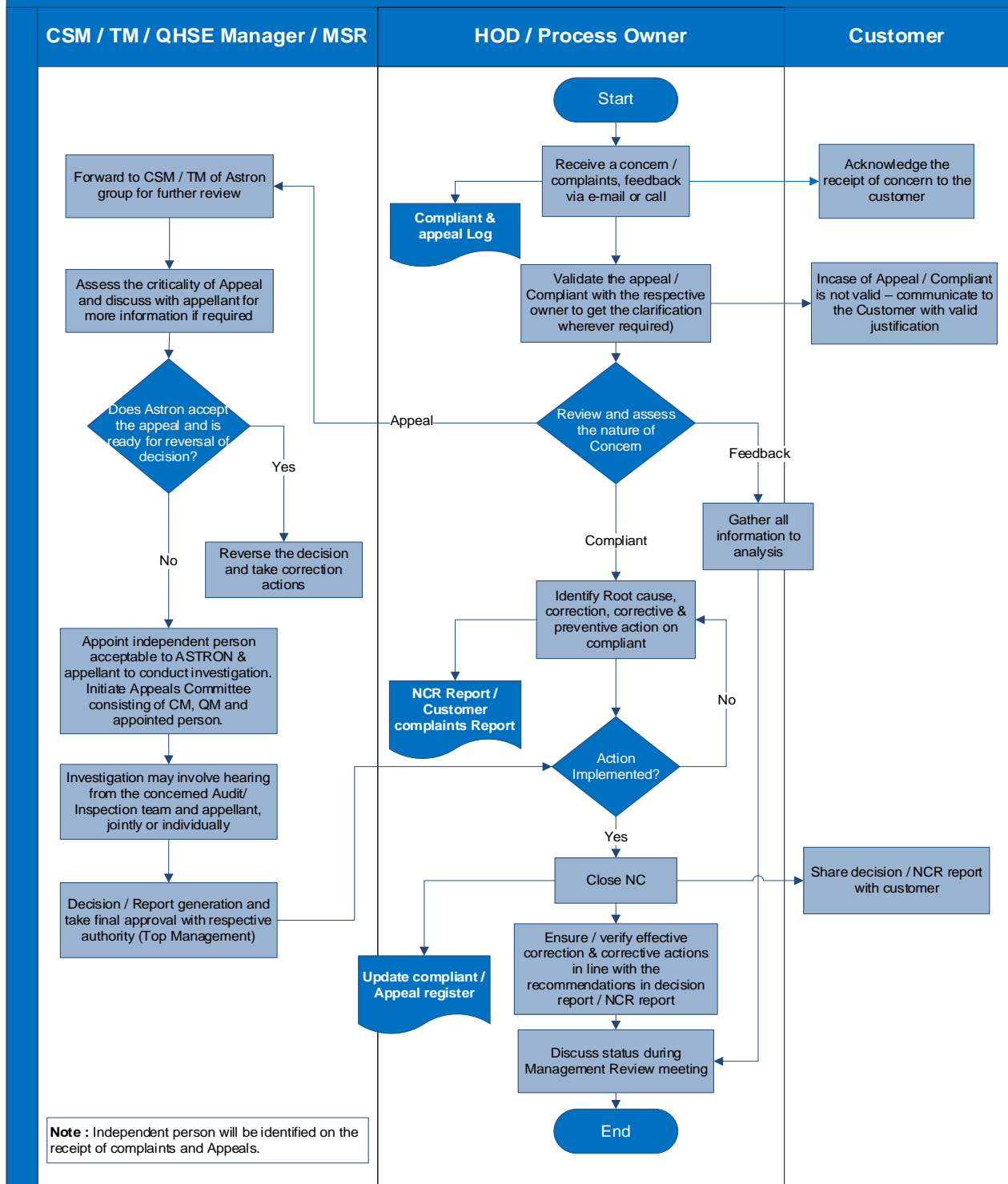
7.1 Procedure Description

The operational procedure describes the activities within a business process are presented on an EPC (Event driven process chain) flowchart in order to illustrate the sequence of functions and events along the process, using a set of symbols that are characterized according to the following information:

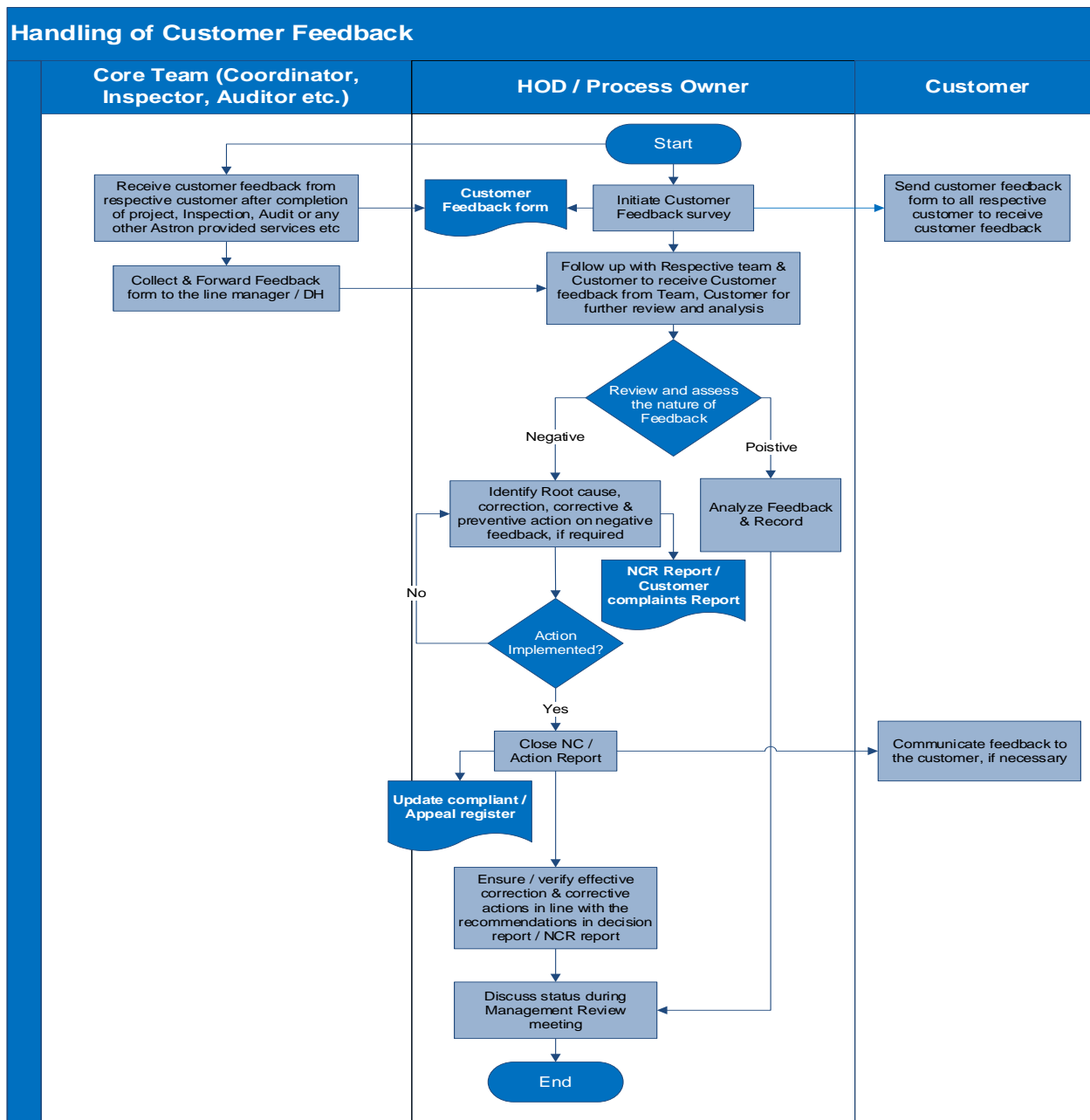
Symbol	Designation & Description
	<u>Process step:</u> Description of a process or activity related to a procedure. The activity should be followed according to the flow/sequence of the flow-chart.
	<u>Document/Record reference:</u> Indicates that a document or record reference is available.
	<u>Decision:</u> Indicates the scenario where different process can arise, resulting in two ore more situations, like approvals, different process arising from a single activity.
	<u>On Page Reference:</u> Indicates the reference to any process activity on a single process map
	<u>Information Resource:</u> Indicates real world objects that can be input data serving as the basic of a function or output data produced by a function.
	<u>Sub-Process:</u> Indicates a pre-defined (named) process such as a sub-routine or a module.

7.2 Handling Customer Complaints and Appeals

Handling of Customer Complaint or Appeal



7.3 Customer Feedback



8.0 References

S No.	Document Number	Document Name	Retention Period
1	T4-FMT-MSD-013	Customer Complaint & Appeals	3 Years
2	T4-FMT-MSD-029	Customer Satisfaction Survey	3 Years