

- a) A discussion with the client requires clarification of the matter and investigates the "merits" of the complaint.
- b) If the complaint is well founded, the causes that created it are investigated
- c) Identifying corrective actions to eliminate (complaints) effectively in the future,
- d) Identifying the necessary preventive actions to avoid recurrence
- (e) Informing all those who are involved in full compliance with the identified preventive and corrective actions
- (f) Informing the customer of all handling of his complaint and how to prevent and avoid recurrence.
- (g) Considering whether the same complaint affects other customer (s) for similar actions.

The CUSTOMER COMPLAINT OBSERVATION FORM is compiled and used for this purpose and after it has been filled in by the complainant, it is kept by the SIC.

4. Forms Used

CUSTOMERS COMPLAINTS OBSERVATION FORM