PRUCER

Complaints and suggestions process

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Start
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THE CLIENT PRESENTS THE COMPLAINT. WEBSITE, E-MAIL OR TELEPHONE

OCP STAFF ATTEND TO CUSTOMER OR STAKEHOLDER COMPLAINTS

IN THE EVENT THAT A SUGGESTION LEADS TO AN OPPORTUNITY FOR IMPROVEMENT, THE QUALITY COORDINATOR MUST INFORM THE OPERATIONAL MANAGER SO THAT HE CAN AUTHORIZE THE ACTIONS IF FEASIBLE. ← SUGGESTION ← THE COMPLAINT IS FORWARDED TO THE QUALITY COORDINATOR TO CLASSIFY AND/OR ASSIGN A REFERENCE NUMBER AND DATE

COMPLAINT

THE QUALITY COORDINATOR NOTIFIES THE OPERATIONAL MANAGER

DOES THE COMPLAINT PROCEED? — **No** → THE OPERATIONAL MANAGER DELIVERS RESPONSE TO THE CLIENT OR STAKEHOLDER

Yes

THE QUALITY COORDINATOR AND THE OPERATIONAL MANAGER COORDINATE AND DEFINE CORRECTIVE ACTIONS

IS THE RESPONSE SATISFACTORY FOR THE CLIENT? — **Yes**

THE QUALITY COORDINATOR AND THE OPERATIONAL MANAGER FOLLOW UP OR TREAT CORRECTIVE ACTIONS UNTIL THE COMPLAINT IS RESOLVED

No

THE CLIENT OR STAKEHOLDER IS NOTIFIED OF THE RESOLUTION OF THEIR COMPLAINT

THE CLIENT OR STAKEHOLDER APPEALS TO THE COMPETENT AUTHORITY

THE COMPETENT AUTHORITY REQUESTS THE CERTIFICATION BODY TO RATIFY OR RECTIFY THE DECISION

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End
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DOES THE OCP RECTIFY THE RESOLUTION? — **Y**

No