



Agrément South Africa

Procedure for Handling of Customer Complaints

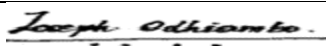
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31/08/3/2020	31/08/2023	Agrément South Africa Procedure for Handling of Customer Complaints	Executive Manager: Technical Services

Approval

The Procedure for Handling of Customer Complaints consisting of 12 pages has been approved by the Executive Committee (EXCO) of Agrément South Africa

Reviewed	Role	Signature	Date
EXCO	Chairperson		10 February 2021

The procedures are to be used in conjunction with the Quality Manual, all applicable forms, and templates. The procedure is available to all AGRÉMENT SOUTH AFRICA staff members and is maintained in pdf format on AGRÉMENT SOUTH AFRICA Shared Drive.

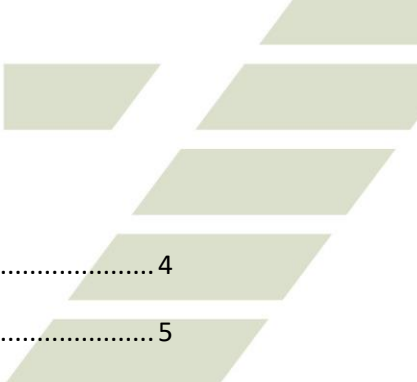
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ACRONYMS

Acronym	Description
AGRÉMENT SOUTH AFRICA	Agrément South Africa
CEO	Means the Chief Executive Officer of the AGRÉMENT SOUTH AFRICA contemplated in Section 20 of the Agrément South Africa Act, Act No. 11 of 2015, appointed by the Board and is responsible for the day to day operations of Agrément South Africa.
EXCO	Executive Committee of Agrément South Africa

1. DEFINITIONS

Definitions	Description
Accountability	Means the personal responsibility of a person to his senior or higher authority for any act or omission in the execution of his assigned duties (Accountability cannot be delegated)
Accounting authority	Means the Board of Agrément South Africa, which shall be accountable in terms of section 49 (2) of the PFMA
Agrément South Africa Act, Act No. 11 of 2015	Means the Act whereby the Agrément South Africa was established.
Agrément South Africa	Means the Public Entity made and established by the Government in its Department of Public Works & Infrastructure after obtaining approval for its establishment in terms of section 38(1) (m) of the PFMA, constituted in terms of Section 3 of the Agrément South Africa Act, Act No. 11 of 2015 and constitutionalised as a Board, an Executive Committee, a CEO, a management core and administrative staff and functioning as a public entity in terms of Schedule 3A of the PFMA.
Authority	Means the right or power attached to a rank or appointment permitting the holder thereof to make decisions, to take command or to demand action by others.
Board	Means the Board constituted in terms of Section 9 of the Agrément South Africa Act, Act No. 11 of 2015 who is also the Accounting Authority of Agrément South Africa.
Departmental Manager	Means an official who occupies a post in terms of the approved staff establishment of Agrément South Africa and is the head of a department.
Executive Committee	Means the Committee of Agrément South Africa, appointed by the Board is responsible for the



	overall management of the Agrément South Africa and its operation within the legislation governing the work of Boards and the PFMA as delegated by the Accounting Authority.
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2. PURPOSE OF THE PROCEDURE

The purpose of this procedure is to implement a system to ensure effective handling of customer complaints.

3. SCOPE OF APPLICATION

This procedure applies to complaints from customers during the provision of services for or on behalf of Agrément South Africa.

4. TERMS AND DEFINITIONS

Customer – is defined as the organisation or its employee(s), regardless of the person's title, who issued the order to ASA. This is also the organisation that makes payments to ASA for services/products delivered.

5. REFERENCES

This procedure addresses the following clauses of the ISO 9001:2015 Quality Management Systems Standard and related documentation but not limited:

- Clause 8.2.1 Customer communication
- Clause 10.2: Non-conformity and corrective action
- Agrément South Africa Procedure for Product Identification, Traceability and Inspection Marking
- Agrément South Africa Certification Policy
- Agrément South Africa Act, Act No. 11 of 2015

6. RESPONSIBLE, ACCOUNTABLE, CONSULTED AND INFORMED (RACI):

The RACI Table indicates who internally, or externally, is responsible, accountable, consulted and informed regarding the different activities of this procedure.

- Responsible – Who is responsible for doing the task individual or function.
- Accountable – Who has authority to approve or disapprove the task and held ultimately liable.
- Consulted – Whose opinion and inputs are sought through a two-way communication.
- Informed – Who needs to be kept informed about the task and provided with information.

Activity/Task	Responsible	Accountable	Consulted	Informed
Receipt and capturing of customer compliments and complaints	QMS Co-ordinator	Executive Corporate Services	Relevant Stakeholders	Relevant Stakeholders
Review of customer complaints	Executive Manager: Technical Services	Executive Manager: Technical Services	CEO and Relevant Stakeholders	CEO/Board Relevant Stakeholders
Implementation of corrective actions	Executive Manager: Technical Services	Executive Manager: Technical Services	CEO and Relevant Stakeholders	CEO and Relevant Stakeholders
Verification of corrective actions and closure of complaints	QMS Co-ordinator	Executive Manager: Technical Services	Relevant Stakeholders	Relevant Stakeholders

Executive Management

The Executive Management is responsible for overall implementation of this procedure in case of customer complaint throughout the Agrément South Africa.

Head of Departments (HoDs)

The HoDs are responsible for effective implementation of this procedure in case of a customer complaint in their respective functions.

7. METHOD

Agrément South Africa has as system in place to handle customer complaints.

7.1 Receipt and capturing of customer complaints

Customer complaints may be received in verbal or written form.

The QMS Co-Ordinator receives complaints from the relevant departments or external sources. The details of customer complaints are then captured in the Customer Complaints Register.

Receipt of the complaint shall be acknowledged through written communication (letter or electronic mail) indicating the tentative time within which corrective actions are likely to be taken, if contact details of the complainant are known.

7.2 Review of customer complaints

The QMS Co-Ordinator shall review the nature and details of the complaint and decide about appropriate method of handling of the complaint. The complainant may be contacted for further information pertaining to the complaint.

7.3 Implementation of corrective actions

The necessary corrective action is taken in accordance with ASA-PR-25 Procedure for Control of Non-Conforming Output and Corrective Action, and the customer is informed accordingly by the QMS Co-Ordinator.

A brief description of the actions taken is recorded in the Customer Complaints Register.

The status of complaint handling is discussed in the subsequent management review meeting.

7.4 Verification of corrective actions and closure of complaints

The QMS Co-Ordinator shall verify the status of corrective actions and ensure an adequate root cause analysis and corrective actions have been taken in line with ASA-PR-25 Procedure for Control of Non-Conforming Output and Corrective Action and may close the complaints if the corrective actions are adequate.

The closure status is recorded in the Customer Complaints Register.

Once a complaint is closed, the status of actions shall be communicated to the customer through written communication (a formal letter or electronic mail), if the contact details of the customer are known.

8. RECORDS

The following records are maintained:

No.	Record Title / ID	Format	Medium	Retention Period	Custodian(s)
1	Customer Complaints and Compliments Register	English, Text	Electronic	3 years	QMS Co-Ordinator
2	Copies of letters sent to the complainants	English, Text	Electronic	3 years	QMS Co-Ordinator
3	Customer Satisfaction Survey	English, Text	Electronic	3 years	ATO
	Corrective action plan				

9. DOCUMENT AMENDMENT HISTORY:

Version No.	Summary of changes from previous version of the document	Changes sought by	Remarks
V-001	First version released for implementation.	N/A	Nil