	BUREAU OF ANIMAL INDUSTRY	
	GENERAL PROCEDURES	
	<i>Document Name:</i> HANDLING CUSTOMER COMPLAINT/APPEAL	GP BAI-10 Rev. No.: 03 <i>February 08, 2021</i> Page: 1/2

1. Objective

- To respond to all customer complaints and appeals appropriately within the shortest time possible upon receipt.

2. Scope

- This procedure covers all activities in the resolution of all technical and non-technical complaint starting with the receipt of complaint up to the evaluation of effectiveness of action taken.

3. Definition of Terms

- Technical complaints are complaints regarding the characteristics of the product delivered to the customers which may include unfulfilled requirements as specified in the contract with the customer.
- Non-Technical complaints are non-product complaints which may include complaints about the attitude or behavior of employees.

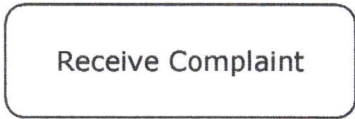


4. Records

- R-BAI-26 Customer Complaint File (Letter of Action Taken File)

5. References

- QM 4.4 Quality Management System and Its Processes
- GP BAI-19 Corrective Action
- ED BAI-01 PNS ISO 9001:2015 Quality Management Systems- Requirements

6. Process

FLOW	RESPONSIBILITY	DETAILS
 ↓	Receiving Clerk/Officer	<ul style="list-style-type: none"> Complaints are received in the form of email, fax or telephone calls Use GF BAI-27 Customer Complaint Form Acknowledge receipt of formal complaints/appeals
 ↓ 	DQMR of concerned office	<ul style="list-style-type: none"> DQMR reviews and verifies client's complaint



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		<ul style="list-style-type: none"> • A letter informing the customer of results of verification is prepared and signed by the DQMR (Division Chief) • Records are kept
<p align="center">Identify & Evaluate type of complaint</p>	<p align="center">DQMR</p>	<ul style="list-style-type: none"> • Complaint is classified as <ul style="list-style-type: none"> - Technical - Non-Technical
<p align="center">Determine Appropriate action</p>	<p align="center">Concerned Head/Supervisor</p>	<ul style="list-style-type: none"> • Non-technical complaint is responded to by HR Staff • Technical complaint is responded to by concerned Division Chief • Refer to GP BAI-19 Corrective Action
<p align="center">Review Recommended Course of Action</p>	<p align="center">QMR</p>	<ul style="list-style-type: none"> • Action Plan is prepared by concerned managers and is approved by QMR • QMR keeps a file copy of the complaints and its resolution
<p align="center">Implement Action Plan</p>	<p align="center">Concerned Section Head</p>	
<p align="center">Inform Customer of Action Taken</p>	<p align="center">Section Head</p>	<ul style="list-style-type: none"> • A letter informing the customer of action taken is prepared and signed by the Division Chief
<p align="center">Evaluate Effectiveness of Action Taken</p>	<p align="center">QMR/Division Chief</p>	<ul style="list-style-type: none"> • Effectiveness of action taken is reported to the Top Management during Management Review

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