

COMPLAINT HANDLING PROCESS DEFINED

Goals/ Definition

Ensure that product complaints are recorded, processed, and feed into a continuous improvement process for the product.

A system to address complaints related to the product. Components of the system include: process/procedure, trained personnel, and proper record keeping.

CRITERIA	SAMPLE CONTENT REQUIREMENT	GUIDELINES FOR LEVEL OF DETAIL NEEDED AT EACH GATE
<ul style="list-style-type: none">Complaint handling process defined	<ul style="list-style-type: none">a) Establishment of appropriate infrastructure (e.g., a call center, return/ replacement process etc.) to handle consumer product complaintsb) Definition of procedures to ensure that complaints are processed in a uniform and timely mannerc) Root cause analyses for problems reported and feed back into a continuous improvement process to prevent future occurrences	