## 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.

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>SAMPLE CONTENT REQUIREMENT</th>
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</thead>
<tbody>
<tr>
<td>▪ Complaint handling process defined</td>
<td>a) Establishment of appropriate infrastructure (e.g., a call center, return/replacement process etc.) to handle consumer product complaints</td>
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<td>b) Definition of procedures to ensure that complaints are processed in a uniform and timely manner</td>
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<td>c) Root cause analyses for problems reported and feedback into a continuous improvement process to prevent future occurrences</td>
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