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1.0 Objective

To ensure that all customer feedback requiring proper and prompt actions are attended to.

2.0 Scope

This procedure covers all activities from receipt of customer complaints to the implementation of appropriate action/s on the complaint/s.

3.0 Definition of Terms



Customer feedback refers to customer complaints, suggestions, issues and concerns requiring attention and immediate action by PCHRD.
Customer Feedback Committee refers to the Committee that develops customer feedback strategic plan, tools, generates and analyses results, among others


4.0 Records

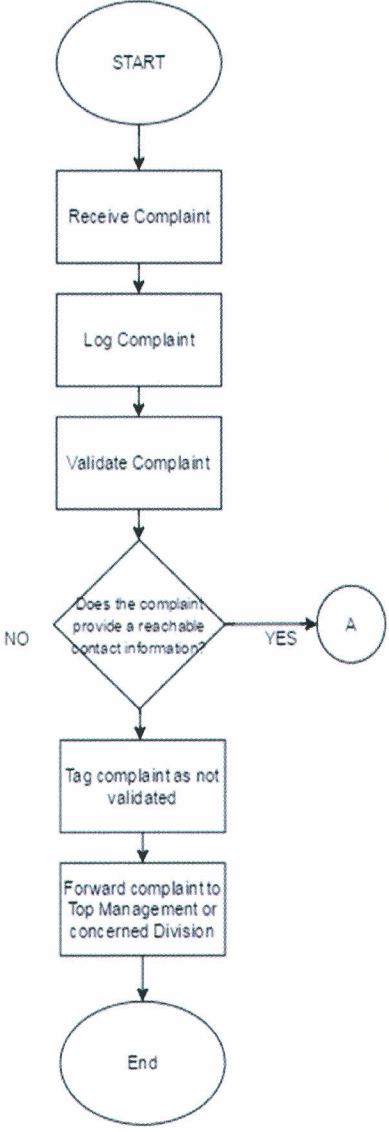
Accomplished *RICUD-IPS-F7*, "Customer Feedback (CF) Form"
 Accomplished *QMS-F2*, "Nonconformity and Corrective Action Report (NCAR)"
 Received Letter of Complaint from Customer
 Transmitted Letter of Reply to Customer



5.0 References


QM-PCHRD-05-06, "Management Review"
 PM-PCHRD-06-04, "Control of Nonconforming Work"
 PM-PCHRD-06-05, "Corrective Action"
 WI-FAD-REC-04-02, "Handling of Internal and External Communication"
 PM-FAD- REC-04- 09, "Handling of Incoming Communications"
 PM-FAD- REC-04- 10, "Handling of Outgoing Communications"

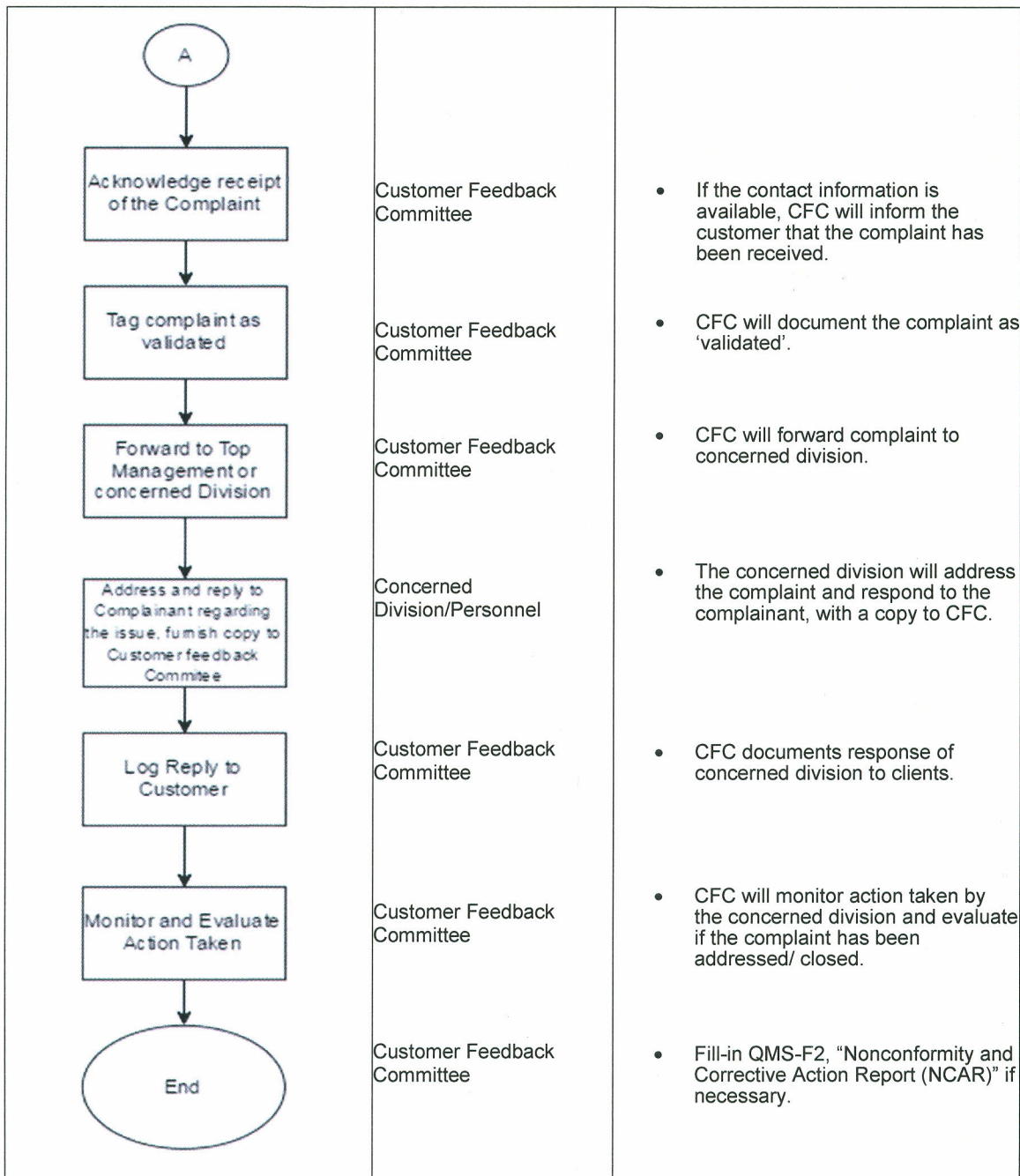
Prepared by:  Quality Management Representative	Approved by:  Executive Director
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6.0	Procedure		
FLOW	PERSON	DETAILS	
 <pre> graph TD Start([START]) --> Receive[Receive Complaint] Receive --> Log[Log Complaint] Log --> Validate[Validate Complaint] Validate --> Decision{Does the complaint provide a reachable contact information?} Decision -- NO --> Tag[Tag complaint as not validated] Decision -- YES --> A((A)) Tag --> Forward[Forward complaint to Top Management or concerned Division] Forward --> End([End]) </pre>	<p>Customer Feedback Committee</p> <p>Customer Feedback Committee</p> <p>Customer Feedback Committee</p> <p>Customer Feedback Committee</p> <p>Customer Feedback Committee</p>	<ul style="list-style-type: none"> Complaints received through email, phone calls, feedback website, or accomplished RICUD-IPS-F7, "Customer Feedback Form" for either verbal or written complaints /suggestions will be documented. Validate if the contact information provided of the complainant is reachable. If the contact information is unavailable, the Customer Feedback Committee (CFC) will document the complaint as 'not validated' and forward to concerned division. 	

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