



All customer complaints will be addressed and managed in a process that formally deals with the issues and solves them within an adequate timeframe.

# ***Customer complaint management Group Policy***

*TQR – 004*

*Version 4 01 September 2009*



Title:	Group Policy TQR 04 Customer Complaint Management 01 SEPT 2009.doc	Revision :	2009.4
Code number:	TQR - 004	Date done :	3/07/2009

## 1 - Purpose & Scope of Application

The purpose of this Group policy is to identify a standard and structured process for the management of Customer Complaints received by Bureau Veritas. The purpose of this policy is to communicate the standard process to all operations to ensure that all complaints are handled in a professional and responsible manner.

The Bureau Veritas definition of a complaint:

**A complaint is a formal statement of dissatisfaction or disagreement (letter, feedback from a call) in relation with a contract or a service; it can be received from a client, a public administration or any other interested party.**

Note: A complaint is to be distinguished from a formal claim or litigation which are dealt with in Group Policy 31

Bureau Veritas has identified 'Customer focus' to be one of its business values and this policy assists in dealing with complaints without jeopardizing the integrity of Bureau Veritas or its clients.

The contribution of this policy to the Business Model implementation mainly relates to lever 6: Ensure quality and technical excellence, HSE, and ethical compliance and lever 9: Develop customer relationships.

The main benefits associated with the implementation of this policy are:

- Direct benefit:
  - A simple process to manage customer dissatisfaction and minimize risk to Bureau Veritas business and to monitor the progress leading to continuous improvement.
- Indirect benefit:
  - The improvement in applying a standard response time will add to the reputation and image of Bureau Veritas.

Communication of this policy is made in accordance with the Group Policy 005 "Control of Bureau Veritas documents".

The boundaries of this policy are:

- Scope in:
  - Complaints from clients and authorities;
  - Verbal and written complaints.
- Scope out:
  - Preventive and corrective action;
  - Handling of non-conformity;
  - Control of operational records; and
  - Claims management.

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## KEY PRINCIPLES

- Complaints received must be recorded and the details transmitted to the relevant business units for processing.
- In case of complaint received from a “party” which is not a Bureau Veritas client, due consideration must be given whether or not it is appropriate to answer, taking into account potential liability. In such cases, the content of the answer must be coordinated with the client.

**NOTE: No express acknowledgement of fault or error should ever be made, even when offering and proposed solution to a client, because any such acknowledgement could invalidate any available Bureau Veritas insurance in place.**

- Once a complaint is recorded, its receipt is to be acknowledged.
- The sales team is the default channel for interface with the customer. The Division or Business Unit may define other specific channels for dealing with a complaint. Operational and support functions are to be involved as needed in internal processing until root causes are identified and corrective actions are defined, decided and implemented.
- In case of a critical risk (such as complaints involving a possible litigation, insurance declaration, court summons, loss of image, accreditation...) the complaints must be transferred to the regional or the HO Divisional legal contact.
- The time to close complaints must be monitored as a measure of effectiveness of the process (KPI).
- An overall review of customer’s complaints process must be part of the annual Management System Review.

## PROCESS STEPS

For each complaint, a structured process must be followed, which addresses the following points:

- The complaint must be recorded,
- The receipt of the complaint must be acknowledged, according to the above principles,
- Describe the problem, the complaint, with its business impacts,
- Analyze the situation,
- Communicate the details of the complaint and findings to relevant internal parties,
- Identify the root causes for a problem,
- Propose a solution:
  - No action needed, just answer to the customer or external party,
  - Action needed : keep processing the complaints (following steps),
- Describe the solution with a plan and implement it,
- Inform the client of the findings and actions taken,
- Monitor the results: check if the solution is implemented and effective,
- Maintain documents, ensure traceability,
- Follow up: check sustainability of the results and closing when solved.

## 2 - Review and Control Process

This policy is reviewed as necessary as part of the function Bureau Veritas Group Management System review. The Quality Network remains responsible for the integration of this policy into their management system.

Compliance with this policy is ensured through:

- Group QHSE reviews;
- Internal & external audits; and
- Functions reports & Key Performance Indicators monitoring.

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### Group internal Audits will be based on the following checklist:

Rating	Elements to be examined
1	There is a local/divisional procedure implemented
2	A record of acknowledgement is held by the business unit for each complaint
3	'Root causes' are identified in the complaint management system and appropriate corrective actions are identified, communicated and implemented.
4	The records for complaints are available for inspection and information
5	There is evidence of a follow up process with the customer

## 3 - Associated Process Descriptions & Reference to Standards

### Supporting documents and interactions with other policies:

Title of the supporting document	Type	Location
Customer complaint management	Default procedure	BV Portal
Title of the related policy	Type	Location
Preventive & corrective actions	Policy	BV Portal
Handling of non-conformity	Policy	BV Portal
Litigation handling	Policy	BV Portal

### Compliance to standards:

- ISO 9001 V2008      7.2.3    Customer communication  
                                 8.4      Analysis of data  
                                 8.5.2    Corrective action
- ISO 17025 V2005    4.8      Complaints
- ISO 17020 V2004    15.1    Complaints  
                                 15.3    Records of complaints
- ISO 17021 V2006    9.8      Complaints

## 4 - Document Validation and History

### Validation

	Proposal	Verification	Approval
<i>Name</i>	G Wordsworth Sponsor: A. Thibault	Quality Leadership Group	TQR Policy making group
<i>Function</i>	Quality Manager		
<i>Date</i>	01/03/2008	01/05/2008	01/09/2009

### Revision History

Revision	Date	Comments
	2005	Group reference document
2008.1	June 2008	Alignment of policy with the Quality manual (Revision 1.1 of the 01/11/2007)
2009.3	May 2009	Review by the TQR policy making group
2009.4	July 2009	Update reference to ISO9001:2000 to ISO9001:2008