

COMPLAINTS HANDLING PROCEDURE

At Biobest we always strive to deliver outstanding customer service. However, we realise that at times our service may fail to meet customer expectations and in such circumstances we may receive complaints. We always take customer complaints seriously and have a defined procedure in place which describes how complaints will be handled. This procedure is summarised below so that you can understand the process and know what to expect in terms of a resolution of your complaint.

A customer complaint is defined as any customer contact in which negative feedback is received. It is important to note that even in circumstances where a customer is not lodging a formal complaint we may still consider their contact to be a complaint for the purposes of our quality management system.

The employee receiving the complaint will take all the pertinent details from you and will use this to complete the first sections of our customer complaint paperwork. This paperwork and any supporting documentation will then be passed to a member of the management team who will categorise the complaint and assign a senior member of staff to investigate the root cause.

If the complaint cannot be resolved on the day of receipt, as a customer you should receive the following information:

1. Acknowledgment of receipt of the complaint.
2. An outline of the complaint.
3. The name and contact details of the person dealing with the complaint.
4. An outline of the investigation being carried out and a target date for completion of the investigation.
5. A target date for feedback to the complainant (This should usually be 24 hours after the completion of the investigation).

A full root cause investigation will be conducted by the assigned person, who will then report back to the management team. Once the root cause analysis investigation has been conducted it should be possible to define the corrective and preventative action required. The action taken will then be fed back to you, the customer.

Once all actions are complete the complaint form is passed to a senior member of the management team for final sign off.

If you are not satisfied with the resolution presented to you please contact the office where a member of the management team will be happy to discuss the case further.

