



Your Smile. Our Vision.

# SDI Limited

ABN: 27 008 075 581

## Customer Complaints Policy & Procedure

## **1 Purpose**

1.1 This Complaints Policy and Procedure is designed to:

- (a) increase the level of satisfaction with the delivery of products and services, and enhance the consumer/provider relationship;
- (b) recognise, promote and protect Customers' rights including the right to comment and complain;
- (c) provide an efficient and accessible mechanism for resolving consumer complaints which is fair to both the Customers and SDI;
- (d) provide information to consumers on the complaints handling process for services and products of SDI; and
- (e) monitor complaints in an endeavour to improve the quality of products and services.

## **2 Commitment**

2.1 The Board, the management, and all employees are committed to the efficient and fair resolution of complaints.

## **3 Responsibility**

- 3.1 The Quality Assurance Manager is responsible for monitoring complaints and ensuring that all complaints are investigated and reported. He/She is responsible for ensuring that discussions with the originator of the complaint achieves satisfaction and resolution of the problem.
- 3.2 The Quality Assurance Manager is responsible for ensuring that quality problems are investigated by appropriate personnel and that a corrective action request is issued or product recall initiated if warranted.
- 3.3 The Sales Co-ordinator is responsible for maintaining a register of complaints. He/She is responsible for ensuring returned goods are processed.
- 3.4 It is the responsibility of any staff assigned the task of investigating a complaint to ensure that this is done in a timely and thorough manner.
- 3.5 The Managing Director will ensure that this Policy and Procedure is adhered to.

## **4 Documents and Forms**

- 4.1 Returned Goods Note.
- 4.2 Doc. No.: 38.002F - "Complaint Record Form".
- 4.3 Doc. No.: 32.002P - "Corrective and Preventative Action".
- 4.4 Doc. No.: 27.008P - "Product Recall".
- 4.5 Doc. No.: 41.001P - "Service and Warranty"

## **5 Equipment**

5.1 N/A.

## **6 Procedure**

- 6.1 All customer complaints (verbal and written) are forwarded to the Sales Co-ordinator. The complaints will be recorded in the Complaints Register and on the complaint form. The **original** copy of the Complaint form is kept in the Customer Complaints Register. A copy of the Complaints form is forwarded to the QA Manager.

The progress of complaint investigation is monitored by the QA Manager to ensure: -

- a timely investigation and prompt response to the originator of the complaint.
- in tending customer complaints;
- in tracking progress of customer complaint investigations and follow up.
- in producing a summary report for the Quality System Management Review meeting; and
- highlighting outstanding completion of customer complaints.

- 6.2 Problems that may lead to death or serious injury must be reported immediately to the TGA in Australia, and to appropriate international authorities depending upon where the goods have been supplied.

Contact details are contained in Document No. 27.008P - ?Product Recall?

- 6.3 Any goods returned to SDI as the subject of a complaint will be received into the Returned Goods Area by the Warehouse staff and a Returned Goods Note raised.
- 6.4 The Customer Complaint is then forwarded onto the QC Manager to assess the nature of the complaint. If required, the complaint will be further investigated by the appropriate Technical staff.
- 6.5 When no sample of the goods subject to the complaint is returned, a retention sample may be used for testing purposes.
- 6.6 Following investigation of the complaint, the completed Customer Complaint form (and report if required) is forwarded to the QA Manager.
- 6.7 This report will identify the cause of the problem, any corrective action taken and the continual input required to rectify the problem.
- 6.8 The QA Manager will assess the report and comment as appropriate.
- 6.9 If a recall of the product is warranted, this will be conducted in accordance with Document No. 27.008P.
- 6.10 The original form is updated with the appropriate information.
- 6.11 A summary of the Complaint Register will be conducted on a monthly basis by the QA Manager. This summary will be reviewed at the quarterly Quality Management Review Meeting to highlight recurring problems.
- 6.12 The completed Customer Complaint form is then signed by the QA Manager as finalised.
- 6.13 All responses on customer complaints are relayed to the appropriate Sales representative by either the QA Manager, Technical Manager or the Sales Co-ordinator.

## **7 Changes to Previous Versions**

- 7.1 No changes required except for review date.