

	<h1>Handling Customer Complaints</h1> <h2>Policies and Procedures</h2>		Document Number: 2P-CXD-02.07
	Department: Customer Experience	Effective Date: September 3, 2025	Revision No 7

Scope

This document covers the policies and procedures in ensuring that all complaints received are monitored and resolved accordingly.

Ownership

The **Customer Success Advisor/Manager** is responsible for ensuring that this document is cascaded to all concerned personnel and that it reflects actual practice.

Policies

1. All received complaints shall be logged/encoded by the complaints receiver in a Customer Relationship Management (CRM). Cases shall be encoded by the CXS where the incident occurred. For areas handled by branches/agents with no CRM access, CXS from origin station will encode the case.
2. Complaints shall be received from the customer and/or Claims/Branch coordinator through email, phone, website, or letter.
3. Investigation shall be conducted by the Customer Experience team and/ or concerned department/s.
4. Progress of the complaints shall be monitored until resolution has been obtained
5. All means of communications (fax, email, phone, and/or letter) shall be used to ensure that feedback/resolution has been properly communicated to the customer.
6. The complaint shall be categorized according to the severity of complaint

6.1 **Critical**, complaints that put client business at risk and must be attended to immediately. Requires to be encoded in the CRM and attended to and/or resolved within 24hours (involving investigation and/or response) before action can be provided to customer for closure. CXS to issue NCAR to the concerned department.

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6.2 **Important**, any complaint that does not necessarily impact customers or operation but on a long term can cause problems or otherwise complaints requiring further investigation. Should be encoded in the CRM and attended to and/or resolved within 48 hours.

6.3 **Minimal**, complaints/irregularities encountered on a daily basis that do not fall on the above categories. Should be encoded in the CRM and attended to and/or resolved within 7 days.

6.4 **Cargo Handling Related**, for any complaints related to **cargo handling**, such as damages and others. Should be encoded in the CRM and attended to and/or resolved within 30 days.

Note: Refer to Irregularity Matrix below.

7. If required and once provided, a copy of the Cargo Incident Report (CIR) should be forwarded to the Customer Experience Specialist from the Operations/Claims Team. Said CIR will then be encoded by the Customer Experience Specialist in the CRM to generate Case Number. This will be scanned and attached to the CRM. Customer Experience to forward to the Original Copy of CIR to Claims Department and/or a log book will be used for receiving of the CIR. A soft copy shall then be provided by the CXS to Operations Team via email (for claims related incident only)

a. Note: The CIR will not be valid without the Case Number.

8. Customer Experience Specialist handling the account will close the assigned case. Customer Success Advisor/ Manager will ensure that all Open cases shall be closed in the in the CRM and monitor the effectiveness of the resolution.
9. If customer filed for formal complaint, apology letter duly signed by the Customer Success Advisor/ Manager or head of the concerned department shall be sent to customer via fax, e-mail, or letter, if required by the customer.
10. If customer filed for claim, CXS to submit all necessary documents to Claims Department.

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IRREGULARITY MATRIX		
No.	Description	Severity
1	Misrouted cargo	Critical
2	Rude / unethical personnel	Critical
3	Lost / Missing actual cargo	Critical
4	Misrouted documents	Important
5	No Truck available	Important
6	Cancelled pick up	Important
7	Rejected container van	Important
8	No shipment update	Important
9	Wrong booking	Important
10	Delayed / missed delivery	Important
11	Misinformation	Important
12	Missing documents	Important
13	Aborted Trip	Important
14	Rejected Upon Delivery (RUD)	Important
15	Overlanded / Overserved	Important
16	Damage to Property	Important
17	Expired P.O. / No P.O.	Important
18	Shipper related concerns	Important
19	Misrouted pick up	Minimal
20	No / Incomplete pick up requirements	Minimal
21	No available empty container	Minimal
22	Damaged Cargo / Pilferage	Cargo Handling related
23	Lacking / Shortlanded	Cargo Handling related

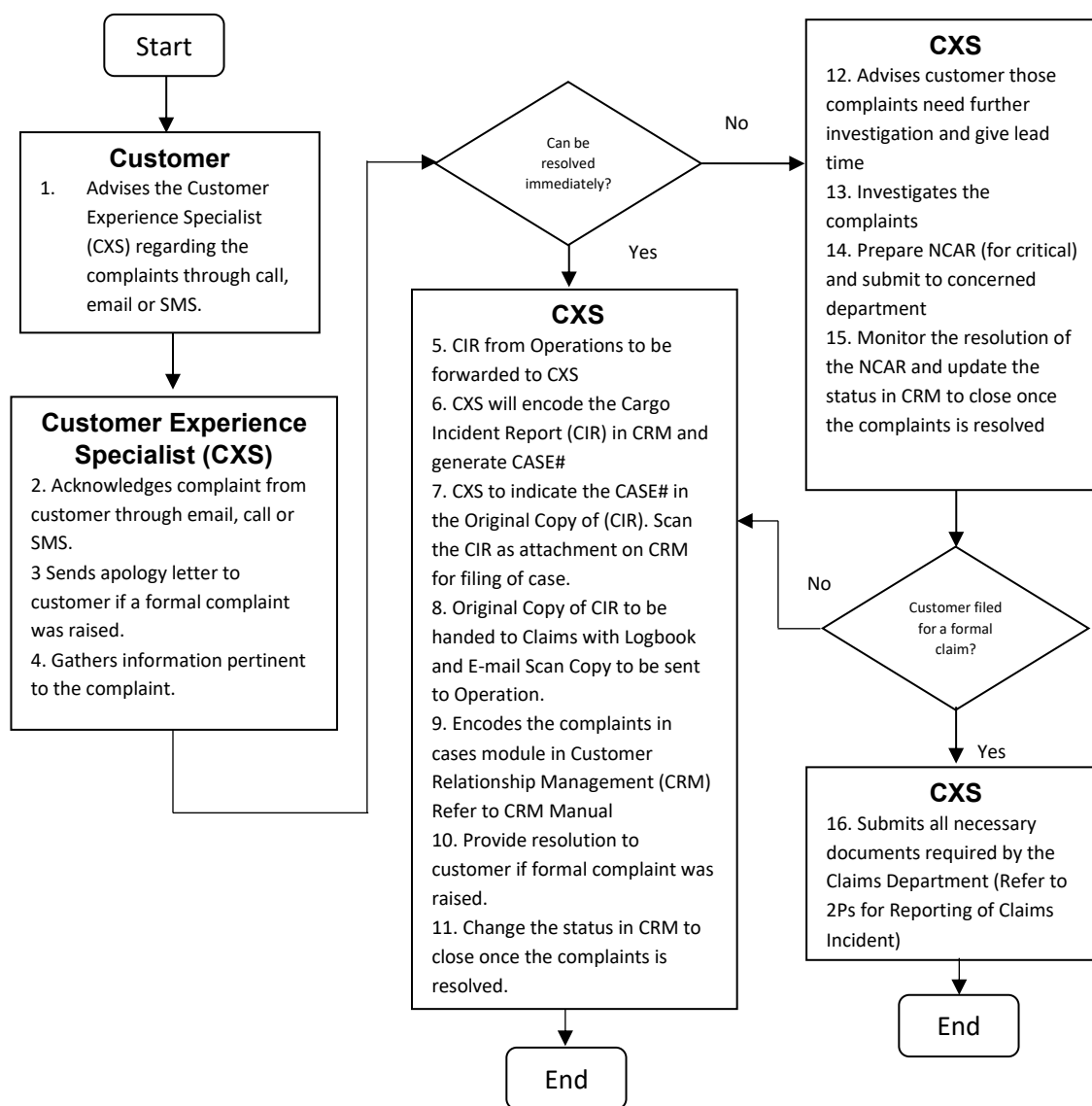
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Procedures



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