	<h1>Handling of Customer Complaints</h1> <h2>Policies and Procedures</h2>		Document Number: 2P-GL-02.03
	Department: Customer Experience	Effective Date: January 14, 2023	Revision No 5

Scope

This document covers the policies and procedures in ensuring that all complaints received are handled and resolved

Ownership

The Customer Success Manager/Customer Success Advisor/Customer Experience Specialist/In charge 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 Customer Experience Specialist (CXS) in the Customer Relationship Management (CRM) System.
2. Complaints shall be received from the customer through email, call, SMS 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 (email, phone, and/or letter) shall be used to ensure that feedback/resolution has been properly communicated to the customer.
6. The Complaints shall be categorized according to the severity of complaints.
 - 6.1 **Critical** - complaints that put client business at risk. Must be attended immediately as the situation requires immediate action. Requires within 24 hours acknowledgment. Need to provide initial result of investigation within 24 hours. Complete resolution must be provided within 5 working days including thorough investigation. CXS to issue Nonconformity and Corrective Action Report 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. Requires within 24 hours acknowledgment and can be resolved within 3 working days.


6.3 Minimal – complaints requiring series of investigation. Requires within 24 hours acknowledgment can be resolved within 1 working day.

7. Complaints shall be considered as "closed" once the complaints have been resolved.
8. CXS shall close the complaints in the CRM System (CRM - Cases).
9. Acknowledgement letter, duly signed by the Customer Success Advisor/Manager of the concerned department shall be sent to customer via e-mail or letter. This shall be sent to accounts who have filed complaints.
10. Customer Success Advisor / Manager will report the latest update of complaint on the Weekly Meeting until complaint is solved.
11. All damage, missing, lacking and other cargo related complaints shall be initially investigated by the CXS and forward all necessary documents required by the Claims department for further investigation and resolution.

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IRREGULARITY MATRIX		
NO.	DESCRIPTION	SEVERITY
1	Misrouted Cargo	Critical
2	Missing Cargo	Critical
3	Rude Personnel	Critical
4	Damage Cargo	Critical
5	Negligence of delivery schedule	Critical
6	Not following SOP	Critical
7	Forgery of documents	Critical
8	Incorrect lodgement	Critical
9	Incorrect Manifest	Critical
10	Unmanifested Cargo	Critical
11	Misrouted Documents	Important
12	Unavailability of Trucks	Important
13	Delay update	Important
14	Wrong Booking	Important
15	Delayed Delivery	Important
16	Wrong information	Important
17	Missing documents	Important
18	Incomplete delivery equipment	Important
19	Foul trip	Important
20	Delayed Billing	Important
21	Incomplete PPE of Manos/Checker	Important
22	Unoriented Truck Drivers/Helpers	Important
23	Unavailability of Manos/Checker	Important
24	Unable to check quality of empty container for export	Important
25	Incorrect Billing	Minimal
26	Truck used are not PEZA Accredited/No sticker	Minimal
27	Damage Container	Minimal

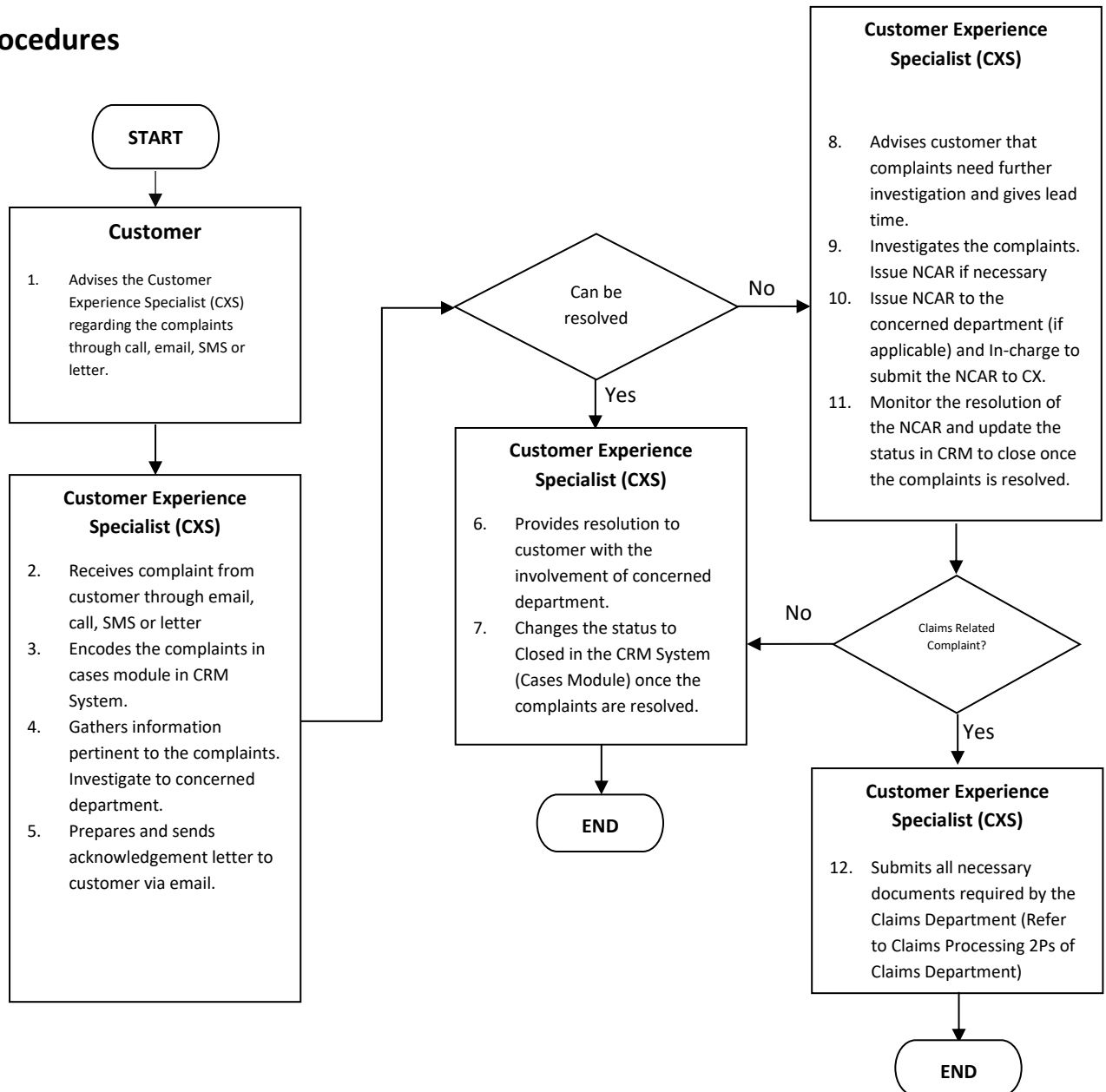
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Procedures



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