 F2 GLOBAL LOGISTICS <small>LET'S MOVE. NOW.</small>	<h1>Handling of Customer Complaints</h1> <h2>Policies and Procedures</h2>		Document Number: 2P-GL-02.05
	Department: Customer Experience	Effective Date: January 23, 2025	Revision No 6

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 **In-Charge** in the Customer Relationship Management (CRM) System.
2. Complaints shall be received from the customer through email, call, SMS, letter **or other means of communication**.
3. Investigation shall be conducted by the Customer Experience Department 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.

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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 **10** working days including thorough investigation. Customer Experience **In-Charge** to issue Nonconformity and Corrective Action Report to the concerned department.

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 **5** 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. Customer Experience **In-Charge** shall close the complaints in the CRM System (CRM - Cases).

9. Customer Experience **In-Charge** must acknowledge the complaints within 24hrs from receipt of complaints.


10. Customer Experience **In-Charge** 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 Customer Experience **In-Charge** 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	Damaged to Property	Critical
12	Misrouted Documents	Important
13	Unavailability of Trucks	Important
14	Delay update	Important
15	Wrong Booking	Important
16	Delayed Delivery	Important
17	Wrong information	Important
18	Missing documents	Important
19	Incomplete delivery equipment	Important
20	Foul trip	Important
21	Delayed Billing	Important
22	Incomplete PPE of Manos/Checker	Important
23	Unoriented Truck Drivers/Helpers	Important
24	Unavailability of Manos/Checker	Important
25	Unable to check quality of empty container for export	Important
26	Incorrect Billing	Minimal
27	Truck used are not PEZA Accredited/No sticker	Minimal
28	Damage Container	Minimal

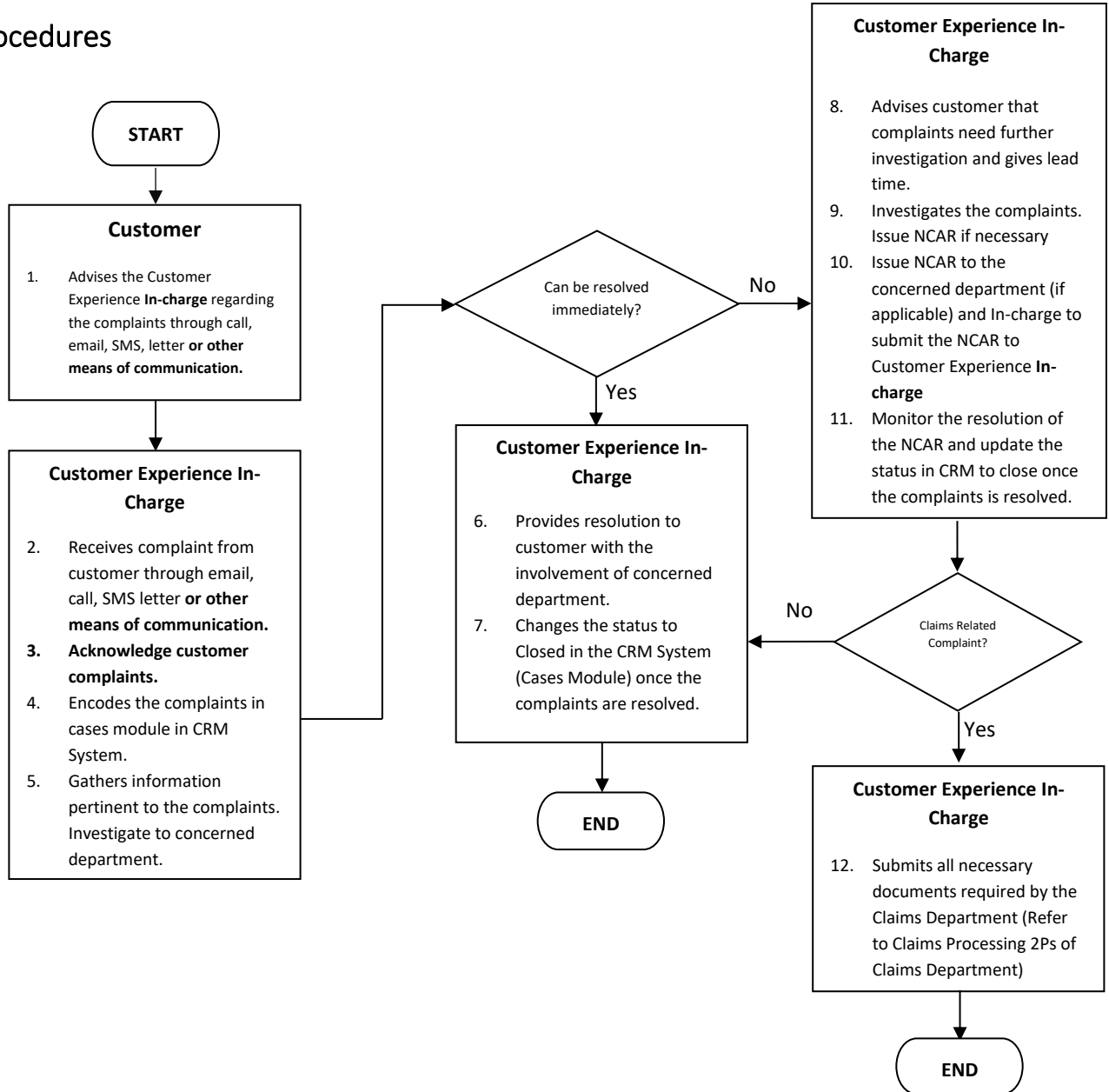
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Procedures



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