

1. If a complaint is received, it is passed to the Managing Member.
2. The corrective action register is updated, completed with as much information as possible.
3. On receiving a complaint, the client is contacted via e-mail to confirm receipt of the complaint and obtain any further information (if required). A reference number is allocated from the Electronic Complaint, Non-Conformance & Appeal Register.
4. The complaint is investigated, and feedback given to client via e-mail.
5. The client is informed via e-mail to give feedback on the progress of the complaint if not yet resolved.
6. The complainant will be contacted to verify whether the complaint has been resolved and whether it's resolution should be made public and if so the extent thereof.
7. When it is verified the Complaints, non-conformance & appeal register is updated to reflect closure.

If you have any further queries or require clarification on any of the above, please do not hesitate to contact us at office@alphacs.co.za