



**COMPLAINT HANDLING  
PROCEDURES  
CHP-PRO-11**

**Harvestnet Sdn. Bhd.**

## COMPLAINT HANDLING PROCEDURES (CHP-PRO-11)

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Reviewed by: Ir Aida Razana Omar General Manager Harvestnet Sdn Bhd	Approved by : Abdul Ghani bin Zainal Abidin COO Harvestnet Sdn Bhd
Signature : 	Signature : 
Date : 01 February 2020	Date : 01 February 2020



3.	Notify the certified client at an appropriate time if the complaint is found to be valid, within 5 working days.	COO / Quality Unit / Client	MEMO/EMAIL
4.	For complaint that involves public interest, HNCA will find the best solution to validate and/or investigate the complaint.	COO / Quality Unit	CHP-FM-11/1

### 5.3. Investigation and Reporting

No.	Action	Responsibility	Relevant Documents
1.	Confirm with the complainant whether the complaint has been highlighted to the certified client and copy to HNCA.	COO / Quality Unit	CHP-FM-11/1
2.	Request for explanation from the certified client on the complaint received.	COO / Quality Unit	CHP-FM-11/1
3.	Upon received of explanation from certified client, review the action taken by the company.	COO / Quality Unit	CHP-FM-11/1
4.	If the explanation is not acceptable, request the company to give a support evident and to find other approach in handling the respective complaint.	COO / Quality Unit	CHP-FM-11/1
5.	If the explanation is acceptable, inform the complainant and, when necessary, the relevant parties on the status of complaints.	COO / Quality Unit	CHP-FM-11/1
6.	Upon completion of investigation, complete the Complainant report, Recommendations to be made shall be based on the outcome of the investigations and shall be discussed with the COO.	Client	Memo
7.	The correction and/or preventive actions, if any, (with a date of completion) on the agreed recommendations shall be taken by COO concerned. It is recommended that the completion date for action is within 1 month.	COO / Quality Unit	CHP-FM-11/1
8.	Record the action taken by the certified client, by completing Complaint Report to close the case.	COO / Quality Unit	CHP-FM-11/1

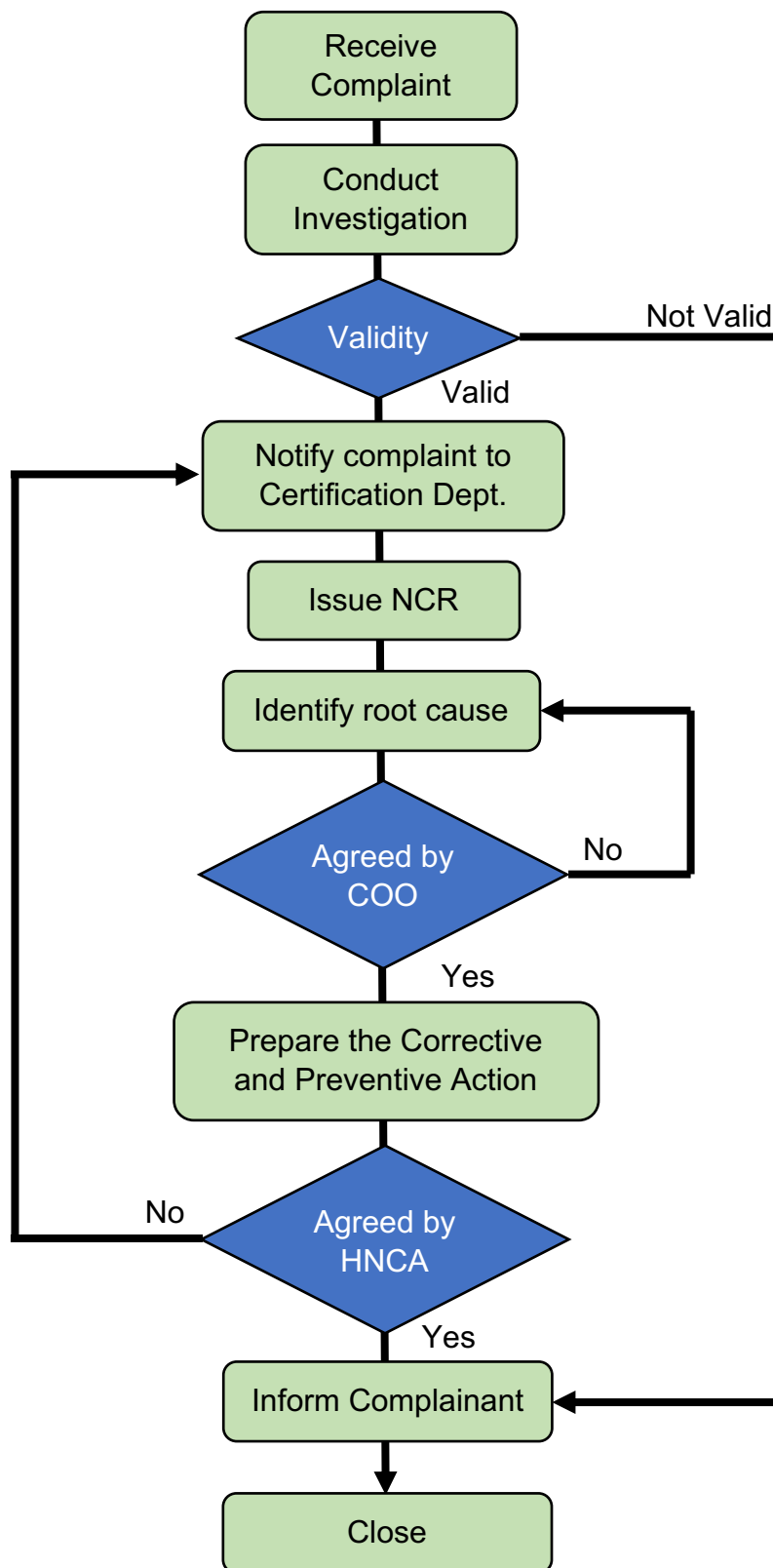
5.4. Effectiveness of Corrective and/or Preventive Action

No.	Action	Responsibility	Relevant Documents
1.	Review the effectiveness of corrective and/or preventive actions.	Quality Unit / COO	CHP-FM-11/1
2.	Update status of complaints in the Complaint Register. Report on the status of complaints to HNCA meeting once every quarterly and in the relevant Management Review meeting.	Quality Unit / COO	–

6.0 APPENDIX / RECORDS

Document	Doc. Ref.	Location	Retention Period
Complaint Register	N/A	File Room	While client in service with HNCA.
Complaint Report Form	CHP-FM-11/1	File Room	

### APPENDIX 1: Complaint Handling by HNCA



# HNCA

(Company No.: 650668-A)

## COMPLAINT HANDLING FORM

COMPLAINT HANDLING PARTICULARS
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Complaint No.	
Name	
Address	
Tel. No.	
E-mail	

Details	
<i>(attach additional sheet(s) if necessary)</i>	

Recipient's Name	
(Signature & Date)	





Need different corrective action / preventive action

Reason: .....

.....

Closed out

Review / Comments by COO

Name:

(Signature & Date)