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| Complaint Information |
| Customer Names/ Representative:  |  | Company Name:  |  |
| E-mail Address: |  | Cellphone No: |  |
| **Complaint Info** |
| Contract No: |  | Complaint Date: |  |
| Order No |  | Order Creation Date:  |  |
| Grade: |  | Order quantity (ton) |  |
| Loading Date:  |  | Brokers’ Name |  |
| Batch No(s).  |  | Quantity of Complaint  |  |
| The Value of the Complaint: |  |
| Type I reason of Complaint:Product Quality Complaint □ Products Health Complaint □ Packaging Quality Complaint □ Product On-Time Delivery Complaint □ Financial Complaint □ How to Response to Complaint □ How to behave the Personnel/ Representative  Complaint □ etc.□ |
| Complaint Elaboration: Please mention your recommendation to solve the problem.As any Record of Same Complaints to ASPC, mention the Summery of. |

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| **The measures done via the Broker**  |
| Customer Spec (Name, Signature, date)   |
| Complaint Received Date, the Preliminary Assessment and refer the Man in charge (CSR)  |
| Customer Complaint:  | Customer Complaint received Date: |
| Date of received Complaint to Customer: | How to inform the Customer: |
| How to receive the Complaint:Website □ E-mail □Letter □ Governmental Organizations □ social media □ Satisfaction Assessment □ etc. □  |
| The Customer Type: Direct □ Export Customers □ the Petrochemicals □ IME □ Brokers □ Scrap Customers □ Indirect □ IME Customer □ the Brokers’ Customers □ |

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| **Complaint Preliminary Assessment** |
| **Complaint Assessment Index** | Complaint Type  | Financial Loss  | Who refer the complaint  | Effect on Reputation  | Any same record  |
| Score of each Index  |  |  |  |  |  |
| Average of Index Score  |  |

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| **Maximum Time of Compliant Assessment Process (Days)** |
| Importance Level of Complaint  | Complaint Registration, the received Date, Preliminary Assessment and refer the man in charge  | Complaint Assessment and Needful Measures  | The measures done and Complaint Ending  | Total Time of Compliant Assessment Process (Days) |
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| The Emergency Response: Yes □ No □The response for being Emergency:  |

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| The Unit/ Units to InvestigateThe Complaint based on its essence  |

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| CSR (Name, Signature and Date) Sales and Marketing Manager: (Name, Signature and Date) |

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| **The Investigation results**  |
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| **Complaint Status** |
| **Technically Approved: Yes** □ **No**□ | **Commercial Approved Yes** □ **No** □ |
| The reasons which the Complaints approved:  |

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| **Complaint Status** |
| The Recommendation to Complaint Customers □The recommendation to solve the problem □ | Man in charge The Date: |
| **Manager / Head of Dept to investigate:** |

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| **Recommendation Approval of Complaint to solve**  |
| **Name** | **Designation** | **Signature**  | **Date** |
|  | **CSR** |  |  |
| **Name** | **Designation** | **Signature**  | **Date** |
|  | Sales & Marketing Manager |  |  |
|  **Name** | **Designation** | **Signature**  | **Date** |
|  | Commercial Manager |  |  |
|  **Name** |  | **Signature**  | **Date** |
| **Name** | (MD) if (needed) | **Signature**  | **Date** |

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| **Feed Back to Customer** |
| Date of Feed Back |  | Date of received the Complaint  |  |
| Customer Services rep  |
| Feed Back Summary  |
| Complainant Reactions  |

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| **Complaint Completion and closure** |
| **The approved recommendation** The payback the Product Cost□ the product Replacement □ Loss payment □ give the technical Consultancy□ Apologize □ etc. □ |
| The approved Tonnage of Complaint | Volume of the Loss  |
| The Complainant’s Satisfaction:Satisfied □ unsatisfied □ no announce the satisfaction □ How to receive the satisfaction E-mail □ Letter □ Fax □ etc. □The position of who satisfy:The date of Satisfaction received:  |
| **Time duration to investigate the Complaint (Days)**  |
| Complaint Registration, the received Date, Preliminary Assessment and refer the man in charge  | Complaint Assessment and Needful Measures  | The measures done and Complaint Ending  | Total Time of Compliant Assessment Process (Days) |
| Since to as days ( ) | Since to as days ( ) | Since to as days ( ) |
| Customer Services rep (name, Signature and Date)  | Sales and Marketing (name, Signature and Date)  | Commercial manager (name, Signature and Date) |