ISO 10002:2004-07 (E)

Quality management - Customer satisfaction - Guidelines for complaints handling in organizations

Contents

Page

1 Scope 1

2 Normative references 1

3 Terms and definitions 1

4 Guiding principles 2
4.1 General 2
4.2 Visibility 3
4.3 Accessibility 3
4.4 Responsiveness 3
4.5 Objectivity 3
4.6 Charges 3
4.7 Confidentiality 3
4.8 Customer-focused approach 3
4.9 Accountability 3
4.10 Continual improvement 3

5 Complaints-handling framework 4
5.1 Commitment 4
5.2 Policy 4
5.3 Responsibility and authority 4

6 Planning and design 5
6.1 General 5
6.2 Objectives 5
6.3 Activities 6
6.4 Resources 6

7 Operation of complaints-handling process 6
7.1 Communication 6
7.2 Receipt of complaint 6
7.3 Tracking of complaint 7
7.4 Acknowledgement of complaint 7
7.5 Initial assessment of complaint 7
7.6 Investigation of complaints 7
7.7 Response to complaints 7
7.8 Communicating the decision 7
7.9 Closing the complaint 7

8 Maintenance and improvement 7
8.1 Collection of information 7
8.2 Analysis and evaluation of complaints 8
8.3 Satisfaction with the complaints-handling process 8
8.4 Monitoring of the complaints-handling process 8
8.5 Auditing of the complaints-handling process 8
8.6 Management review of the complaints-handling process 9
8.7 Continual improvement 9

Annex A (informative) Guidance for small businesses 10

Annex B (informative) Form for complainant **11**

Annex C (informative) Objectivity **12**

Annex D (informative) Complaint follow-up form **14**

Annex E (informative) Responses **17**

Annex F (informative) Escalation flowchart **18**

Annex G (informative) Continual monitoring **20**

Annex H (informative) Audit **22**

Bibliography **23**