



شركة الاتحاد الحديد والصلب ذ.م.م
UNION IRON & STEEL CO.L.L.C
MADE IN UAE

UNION IRON AND STEEL COMPANY L.L.C.

Customer Complain Handling Procedure

1.0 Purpose

- The purpose of this procedure is to create and maintain a method of handling complaints received from customers.

2.0 Scope

- This procedure is applicable to complaints received by Union Iron & Steel Company LLC.

3.0 Definitions & Abbreviations

Customer	: Refers to beneficiary of UIS products.
COM	: Commercial Department
UIS	: Union Iron & Steel Company LLC

4.0 Responsibilities

- Sales & Marketing Manager in coordination with Process owner is responsible to implement this procedure.
- Process owner is responsible to monitor the status of each complaint on periodical basis.
- Plant Manager is responsible to ensure that customer complaints are solved, and status is updated to customer

5.0 Procedure

5.1 Recording and Handling Complaints

- Personnel who receive customer complaints shall forward the details to Commercial Secretary to record the complaints (verbal or written complaints) on customer complaint form (**UIS-COM-FM-02**) and customer complaint log (**UIS-COM-FM-03**).
- Commercial Secretary forwards customer complaint to Sales & Marketing Manager.
- Sales & Marketing Manager shall review the customer complaints to describe the problem. It shall be forwarded to the concerned in charge to take appropriate actions.
- If complaint is not genuine, either Sales & Marketing Manager shall communicate with



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customer who complained and explain regarding the reason and try to close the complaint.

- If complaint is genuine, it shall be subject to further investigation to determine the causes.
- Sales & Marketing Manager in coordination with Quality Control Manager/Engr. shall identify the need of containment actions implement those actions to solve the problem.
- Upon taking the actions, Sales & Marketing Manager shall record the actions on complaint form.
- Sales & Marketing Manager and Plant Manager shall evaluate the need of corrective actions to ensure that such problems do not recur.
- If corrective action is required, Sales & marketing Manager based on root cause shall propose corrective actions.
- Plant Manager shall provide the required resources to implement corrective actions.
- Upon the implementation of the corrective action, Sales & Marketing Manager will monitor its effectiveness.

5.2 Communicating to the customer and closing customer complaint.

- Sales & Marketing Manager shall communicate with customer and assure him regarding quality of service.
- Upon acceptance by customer who complained, Sales & Marketing Manager shall update the status complaint on Complaint Form.
- Process owner shall receive the copy of complaints form from Sales & Marketing Manager on monthly basis if any and process owner shall update the complaint log.
- Plant Manager shall review the complaints on quarterly basis and establish the trend of the complaints.
- Process owner shall present the complaints in the management review meeting for the discussion.



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6.0 Supporting/Reference Documents

- Customer Complaint Form UIS-COM-FM-02
- Customer Complaint Log UIS-COM-FM-03

AMENDMENT HISTORY

Rev No.	Rev. Month & Year	Amendment Description	Issue Month & Year	Issue No.
00	Jun-14	Document Established	Jun-14	01
01	Sep-16	Change logo	Sep-16	02
02	Nov-16	Review and checked by the new Sales & Marketing Manager	Nov-16	03
03	Sep-19	Approved Authority Change	Sep-19	04
04	20.09.2020	Review and checked by the new Senior Commercial Manager	20.09.2020	05

	Name	Position	Signature
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