

Management Procedure

Handling of Complaints and Appeals

PT. SDS INDONESIA



**SUSTAINABLE
DEVELOPMENT
SERVICES**



Handling of Complaints and Appeals Procedure PT. SDS INDONESIA

No. Dok : PR 2.4

Terbitan/Revisi : 2/0

Tgl. Terbit : 01 Agustus 2017

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1. Purpose

Describing the procedures for ensuring that:

- 1.1. Documenting every complaint, demand and appeal received from the user / client company.
- 1.2. Preventing recurrence of mistakes and satisfy those who make complaints, demands and appeals.
- 1.3. Implementation and follow-up to improve the quality of work and organization.

2. Scope

Registration, handling and evaluation of complaints, demands and appeals until corrective action.

3. Responsible

- 3.1. The director is responsible for the resolution of complaints and appeals.
- 3.2. Administration Manager (MA).
 - 3.2.1. Responsible for the recording and archiving of complaint and appeal documents from the user / client company.
 - 3.2.2. Deliver confirmation and results of corrective action to the user / client company.

4. Reference

- 4.1. Quality Guidance Documents of PT. SDS INDONESIA item 8.17
- 4.2. ISO / IEC 17065: 2012 item 7.13

5. Procedure

5.1. Acceptance of Complaints and Appeals

- 5.1.1. Complaints or appeals are received from user companies / clients who are not satisfied with the services of PT. SDS INDONESIA is limited as stated in the Terms of Contract.

5.1.2. Administration Manager (MA) records Complaints and Appeals (FR 2.4.1) from user / client companies.

5.2. Handling of complaints

5.2.1. The Director (DR) forms a team to follow up on the issues that are complained or appealed. This team does not contain any personnel involved in complaints and appeals.

5.2.2. The team formulates a plan for handling complaints and appeals.

5.2.3. The results of handling complaints and appeals by the Administration Manager (MA) are recorded in a Complaint Response Letter (FR 2.4.2) and then submitted to the user / client company.

5.3. Handling Appeals

5.3.1. In the case of the user / client company has not agreed on the resolution of the complaint, then it can proceed to the next step, namely Appeal

5.3.2. The appeal settlement is carried out in Jember regency Court (according to the domicile of the PT. SDS INDONESIA office). PT. SDS INDONESIA prepares operational funds for the appeal process sourced from the reserve fund of PT. SDS INDONESIA.

5.3.3. Director of PT. SDS INDONESIA Will appoint Governing Board personnel to represent PT. SDS INDONESIA in solving the case.

5.3.4. The result of this District Court decision is the final decision for PT. SDS INDONESIA and LSO in finding solutions to existing problems

6. Attachments

6.1. Complaint and Appeal Form (FR 2.4.1)

6.2. Complaint Response Letter (FR 2.4.2).

6.3. Dispute Resolution Form (FR 2.4.3)

6.4. Complaint and Appeal Scheme (FR 2.4.4)



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