

COMPLAINTS AND APPEAL HANDLING

Acceptance of Complaints and Appeals

1. Complaints or appeals received from users / clients company who are not satisfied with SDS services limited as contained in the Terms of Contract.
2. The Secretary (SE) notes the Complaints and Appeals (FR 2.4.1) of users / clients company.

Complaints Handling

1. Director (DR) forms a team to follow up on the problems of the complaint or appeal. This team do not contain personnel who was involved in the problem of complaints and appeals.
2. The team is formulating a plan of handling complaints and appeals.
3. The results of the handling of complaints and appeals by the Secretary (SE) are recorded in the Letter of Complaint (FR 2.4.2) and then delivered to the users / client company.

Appeal Handling

1. In terms of users / client company that has not deal with the settlement of the complaint, then they can continue to the next step, that is Appeal.
2. The completion of an appeal done in the Jember District Court (according to the residence of the SDS office). SDS prepare the operational funds for the process of appeals that funded by the SDS reserve fund.
3. SDS Director appoints the Governing Board personnel to represent SDS in revolving the case.
4. The result of the District Court decision which has been used for the final judgment for SDS and LSPO to find a solution of the existing problems.