



**Total Quality Management**

*Welding Engineering , Quality Assurance  
Consultancy & Non-Destructive Testing  
Product Quality Evaluation & Analysis*

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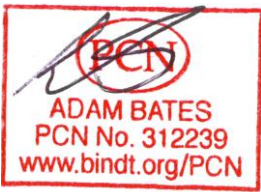
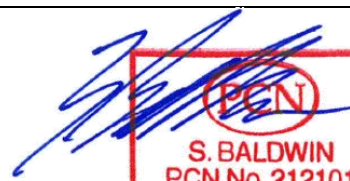
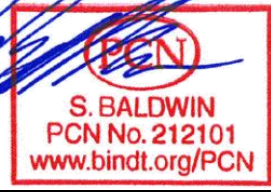
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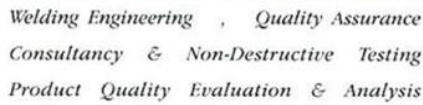
## PROCEDURE

For

## CUSTOMER COMPLAINTS

### Document Approval

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Revision History	
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## 1. INTRODUCTION

### Company Statement

It is the responsibility of all staff who carry out work for PTS (TQM) Ltd to ensure all our customers' expectations are met and if possible surpassed. We expect all of our customer's needs will be handled in a professional manner at all times so that all our customers can continue to have confidence in all the services we have to offer.

### Queries/Complaints

Opening a query is the act of documenting any problem that the customer has with the service provided by a PTS representative. Prior to any further steps, the validity of the complaint and whether it requires further investigation shall be assessed. If the complaint is deemed to be valid, the following information must be recorded:

- Date of complaint
- Full name of the person reporting the query
- Telephone number of the person reporting the query
- Full details of the query to enable all complaints to be resolved in the minimum amount of time.
- Current status of complaint
- Target completion date
- All details in this procedure must be followed end to end.

## 2. PURPOSE

This procedure is to ensure that all complaints received:

- Are resolved to the satisfaction of the complainant where possible
- To show traceability of all complaints received
- To satisfy contractual needs and regulatory requirements
- To meet the requirements of the IMS

## 3. SCOPE

All complaints received from our customer's will be addressed in detail and the recording of them will be managed by PTS (TQM) Ltd. The status of all Queries/Complaints will be maintained so that the current statuses will be available for approved personnel to review.

## 4. STAGE 1 – INFORMAL COMPLAINTS

Informal complaints can be made through any of the methods below:

- Customer Complaint Form
- Speaking to a member of PTS staff
- Emailing the quality manager ([adam@ptsgroup.co.uk](mailto:adam@ptsgroup.co.uk))

Informal complaints should be made by the customer no later than 5 working days from the date the issue arose. If the complaint is not made to the Quality Manager, the member of staff receiving the complaint shall pass the information on to the Quality manager immediately. The complaint will then be recorded and the investigation, if required, will commence.



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## 5. STAGE 2 – FORMAL COMPLAINTS

Formal complaints must be made in writing to PTS (TQM) Ltd. This can be done by:

- Completing a PTS (TQM) Ltd customer complaints form (available from: [www.ptsgroup.co.uk](http://www.ptsgroup.co.uk))
- Emailing the PTS (TQM) Ltd Quality Manager ([adam@ptsgroup.co.uk](mailto:adam@ptsgroup.co.uk))
- Writing a letter addressed to;  
PTS (TQM) Ltd  
Quality Department  
Verulam Road  
Common Road Industrial Estate  
Stafford  
ST16 3EA

Formal complaints should be received by PTS no later than 10 working days from the date the issue arose. Receipt of your complaint will be acknowledged by PTS no later than 48 hours from receipt through return email. This acknowledgement will provide an estimated target date for resolution of the complaint.

All complaints shall be monitored by the Quality Manager to ensure the target completion dates are being achieved.

The Quality Manager will liaise with the complainant throughout the process to keep them informed of progress and resolutions made. Once a resolution has been achieved, the Quality Manager will notify the complainant in writing of the actions taken to resolve their complaint.

## 6. APPEALS STAGE

Customers who are unsatisfied with the handling/resolution of their complaint may appeal in writing to the Managing Director no later than one calendar month from receipt of the written response to their complaint. The contact details for the Managing Director can be provided on request. The appeal will then be reviewed at the next senior management meeting to discuss the actions taken during complaint resolution. The Managing Director will then provide a formal written response to the complainant, no later than one calendar month from receipt of the appeal.

## 7. COMPLAINTS LOGGING

All complaints will be logged on a customer complaint record as part of the PTS (TQM) Ltd Integrated Management System (IMS). The customer complaints record is maintained by the Quality Manager who is responsible for identifying and analysing trends, for presentation to top management during management meetings.

## 8. RELATED DOCUMENTS

- Customer Complaint Form (Document Reference: QP008)
- Customer Complaints Record (Document Reference: QP009)
- Customer Complaints Register (Document Reference: QP010)