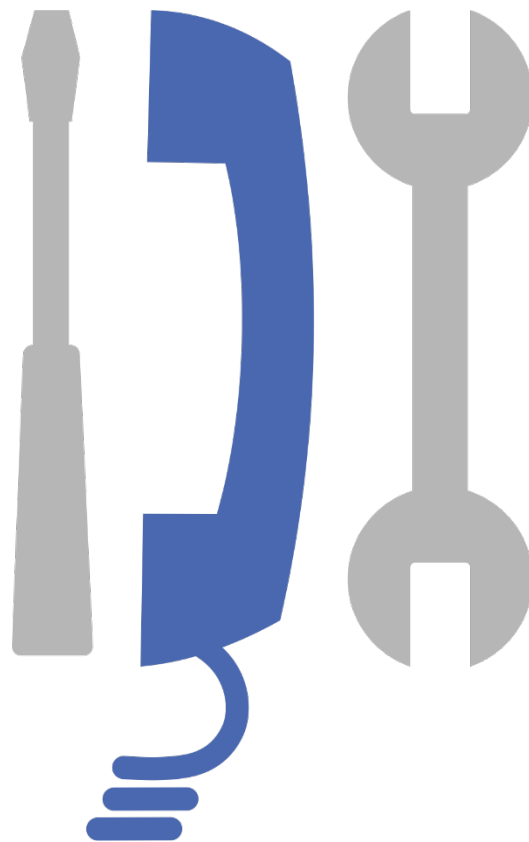




STEWARDSHIP / KNOWLEDGE / INNOVATION / EXCELLENCE

MICRONCLEAN **CUSTOMER COMPLAINT** PROCEDURE



Micronclean Customer Complaint Procedure

Micronclean Purpose Statement

At Micronclean, our passion is to be the first to develop new technological solutions that change the shape of the markets we serve, creating quality and efficiency for our customers.

Micronclean Customer Service Statement

At Micronclean, we are committed to providing exceptional customer service at all times by behaving in a professional, ethical manner and ensuring we deliver the highest levels of service and aftercare.

This service commitment extends to the way we handle all complaints in terms of keeping the customer informed at all times, timescales, initial information gathering, conducting thorough investigations, undertaking root causes analysis and putting in place corrective actions.

Micronclean Complaint Procedure

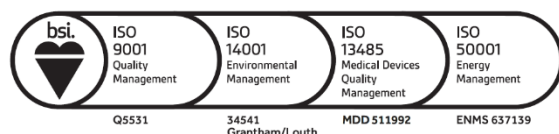
If you feel the need to raise a complaint, please follow the procedure outlined below to ensure that we can handle your complaint efficiently:

- 1.** To raise a complaint please contact your Business Development Manager (BDM) or contact a Customer Service Coordinator (CSC) on 01754 767377 to explain your concern.
- 2.** Following this, a Customer Complaint Investigation Form (CCIF) will be raised and section A1 will be completed by Micronclean (a copy is attached at the end of this document).
- 3.** By working alongside you we will help you complete Section B1 of the CCIF.
- 4.** The CCIF will then be passed to Micronclean for us to log onto our CRM system. When this has been completed (typically within 1 working day) you will receive a formal response from Micronclean to state the complaint has been logged, a unique complaint code has been assigned and the CCIF containing this code will be attached.

5. Using the details contained within your CCIF we will then assign a relevant case owner/department to undertake the investigation within Micronclean.
6. Within 10 working days from the complaint being logged into our CRM we will endeavour to complete any investigations and associated 5C process work. If due to the nature of the complaint we are unable to adhere to these target timescales, we will update you of the progress made to date.
7. When our investigations are complete, our Quality Department will review this to ensure that they are happy with the investigation, the root cause has been identified and that the corrective actions are in place to prevent reoccurrence.
8. A CSC or your BDM will then send to you the CCIF complete with the root cause analysis and corrective actions.
9. The CCIF will be signed in section C1 by Micronclean and we would request that you do the same and return this form as acceptance of the 5C investigation.

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APPENDIX



CUSTOMER COMPLAINT INVESTIGATION FORM

Section A1 For completion by Micronclean Ltd

Complaint / NCF Details	Click or tap here to enter text.		
Unique Complaint / NCF Code	Click or tap here to enter text.		
Customer Account / Contract Number	Click or tap here to enter text.	Customer Name	Click or tap here to enter text.
Date Raised	Click or tap to enter a date.	Batch Number If Applicable	Click or tap here to enter text.
		Sage Order Number If Applicable	Click or tap here to enter text.
Product Description / Part Number	Click or tap here to enter text.		
Details of Complaint / NCF Please include as much detail as possible, including pictures where possible and references to the specific product	Click or tap here to enter text.		
Root Cause Details of the root cause determined by the Micronclean Ltd investigation	Click or tap here to enter text.		
Corrective Action Details of CaPAs	Click or tap here to enter text.		

Section B1 For completion by customer

Details of person raising complaint / NCF

Name	Click or tap here to enter text.
Position	Click or tap here to enter text.
Contact Email Address For complaint communications	Click or tap here to enter text.

Details of complaint / NCF

Type of Complaint	Choose an item.
Nature of Complaint	Choose an item.
Repeated Problem	Choose an item.
Impact to Business Due to Problem N/A if none	Click or tap here to enter text.

Issue no	1	Issued by	Kat Elston	Date	12.02.18
Page	1 of 2	Authorised by	Arron Dunlop	Date	12.02.18

Details of Complaint

Click or tap here to enter text.

Evidence provided to Micronclean Ltd for the complaint investigation:

<p>Garment Investigation:</p> <p>Garment (via Micronclean returns process) <input type="checkbox"/></p> <p>Photographs <input type="checkbox"/></p> <p>Wearer number(s) including issue letters <input type="checkbox"/></p> <p style="padding-left: 20px;">excluding issue letters <input type="checkbox"/></p> <p>Additional for garment misdelivery queries:</p> <p>Laundry bag label (if available) <input type="checkbox"/></p>	<p>Consumables Investigation:</p> <p>Product (via Micronclean returns process) <input type="checkbox"/></p> <p>Product code <input type="checkbox"/></p> <p>Photographs <input type="checkbox"/></p>
<p>Return Date of Garment / Product</p>	<p>20/01/2018</p>

Please note that insufficient details or evidence may limit our ability to conduct a thorough investigation, establish a true root cause and implement appropriate corrective actions. It is preferred that details and items are returned within 10 working days of their delivery. For any concerns regarding evidence please contact your Micronclean Customer Services representative.

Section C1 For completion by customer and Micronclean Ltd

For Customer:

Name	Click or tap here to enter text.
Position	Click or tap here to enter text.
Date	Click or tap to enter a date.

For Micronclean Ltd:

Name	Click or tap here to enter text.
Position	Click or tap here to enter text.
Date	Click or tap to enter a date.

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