# CUSTOMER COMPLAINTS FLOW CHART

Phone | Facebook | Post

Log in complaints in the Complaints Database

Product /Service complaint

Relevant Manager

**Service**

**Product**

Food Safety, Regulatory or Quality issue?

| Classification of Product Complaints | Response Time |
|---|---|
| Food Safety | within 24 hours |
| Critical Quality | within 48 hours |
| Regulatory | within 3 days |
| Others | 7 days |

Recall Procedure

Review Complaint & determine cause (CM)

Recall/trade Recall/ monitor

Review and investigate

Request investigation Report from manufacturer / Service Provider

Product collection and Customer credit/replaced

Complete Corrective Action Report

Close out with customer and internal record. (CS)