




CALAMBA WATER DISTRICT				
TITLE: Handling of Customer Complaint / Client Feedback HANDLING PROCESS				
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		NAME	SIGNATURE	
AUTHOR		Ronnie G. Sierva / Maria Lourdes B. Tan		
REVIEWED BY:		Della M. Sumanga		
APPROVED BY:		Engr. Restituto B. Sumanga, Sr.		
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2016-12-015	00	n/a	Ronnie G. Sierva / Maria Lourdes B. Tan	Initial Issue

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1.0 PURPOSE

- 1.1 To provide the proper procedure in handling customer complaints and feedback received directly by the Customer Service Division (CSD), and to derive maximum benefit from such complaint by requiring corrective action and improvement where necessary, when a nonconformity occurs, including any arising from complaints, **CALAMBA WATER DISTRICT**, shall:
- react to the conformity and, as applicable:
 - take action to control and correct it;
 - deal with the consequences;
 - evaluate the need for action to eliminate the case(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - reviewing and analyzing the nonconformity;
 - determining the causes of the nonconformity;
 - determining if similar nonconformities exist, or could potentially occur;
 - implement any action needed;
 - review the effectiveness of any corrective action taken;
 - update risks and opportunities determined during planning, if necessary;
 - make changes to the quality management system, if necessary.

2.0 SCOPE

- 2.1 This documented information Complaint expressed by the customers who requested for Bacteriological Testing, Biological Testing


This procedure applies to all water samples for Bacteriological Testing, Biological Testing.

3.0 RESPONSIBILITY

- 3.1 It shall be the responsibility of the concerned **CWD** employee like CSD Staff who first received the feedback or complaint from customer to inform the Commercial Department Manager and immediately endorse the same to the concerned department so that proper action shall be initiated. A Corrective Action Report (CAR) shall be made immediately upon acceptance of complaint especially if problem is complex.
- 3.2 The concerned department shall be responsible to analyze, establish and monitor implementation of corrective action.
- 3.3 The Commercial Department will be responsible to feedback the concessionaire of the action being taken through correspondence ten (10) to fifteen (15) days after the complaint was noted.
- 3.4 The General Manager is responsible for the final approval of the correspondence to be sent to the concessionaire.

4.0 DEFINITION OF TERMS

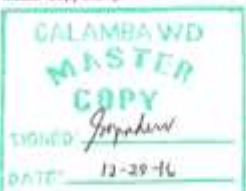
- 4.1 *Complaint – any written or oral expression of dissatisfaction*
- 4.2 *Corrective Action – investigation of the root cause and take immediate action*
- 4.3 *Corrective Action Report (CAR) – is a formal written report filed for future reference.*
- 4.4 *Customer Feedback Form - A form used to assess the services of CWD. This shall serve as a tool in measuring the effectiveness of the corrective action taken on a particular complaint / request.*

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5.0 PROCESS FLOW STEPS


STEP	INPUT	PROCESS FLOW	OUTPUT	RESPONSIBLE
		START		
1	Concessionaire Complaint / Requests	All complaints/requests (Internal / External) received by Commercial Department		Customer Service Division
2		Preparation of corresponding Service Request/ Corrective Action Report	Service Request/CAR	Customer Service Division
3		Generation of Transmittal of Service Request	Transmittal	Customer Service Division
4		Endorsement of Transmittal to the Concerned Department		Customer Service Division
5		Verify, investigate and take Necessary Action		Concerned Department
6		Transmittal of Fully Accomplished Service Request		Concerned Department
7		Preparation of Correspondence to be sent to the Concessionaire	Correspondence	Commercial Department
8		Approval / Signing of the Correspondence		General Manager
9		Serving of Correspondence		Commercial Department
10		Monitor Effectiveness of Corrective Action		Commercial Department
11		Conduct Interview/ Ask for the Customer Feedback	Customer Feedback Form	Customer Service Division
12		Recording and Monitoring of Customer's Feedback		Customer Service Division
13		Discuss the result	Departmental Minutes of the Meeting	Commercial Department
14		Continual Improvement		CWD Management
		END		

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6.0 PROCESS DETAILS

- 6.1 All customer complaints/requests received via electronic mail, social media (facebook), walk-in, facsimile transmission, management meetings and or through telephone conversation shall be made known or forwarded to the Customer Service Division, Commercial Department for initial review and investigation.
- 6.2 The said Division shall also be responsible in the preparation of corresponding service request or corrective action report especially if the problem is complex.
- 6.3 Generation of transmittal of Service Request is made every 3:00 in the afternoon, signed by the CSD staff, Supervisor, Division Manager and Commercial Department Manager respectively.
- 6.4 The generated transmittal will be forwarded to the concerned department for corresponding action.
- 6.5 The concerned department will conduct the necessary verification, investigation and action to the transmitted complaint.
- 6.6 After taking the necessary action, the fully accomplished service request will be forwarded to the Commercial Department for information.
- 6.7 Upon receipt of the fully accomplished service request, the Commercial Department will notify the concerned concessionaire of the action taken on his/her complaint through writing ten (10) to fifteen (15) days after the complaint was noted.
- 6.8 The said correspondence will then be forwarded to the Office of the General Manager for approval and signing of the General Manager.
- 6.9 The approved correspondence will be served immediately to the concerned concessionaire for information.
- 6.10 The effectiveness of the stated action(s) shall be monitored by the Commercial Department. Monitoring shall be done with regards to its effectiveness within a month period. If no similar complaint was received within the time frame this means that the corrective actions were effective.
- 6.11 To be able to gauge the satisfaction level of the concessionaire, the Customer Service Division shall forward the customer feedback form and have it accomplished immediately.
- 6.12 After completion of the customer feedback form, it will be recorded and monitored by the Customer Service Division.
- 6.13 The result shall be discussed during the regular Departmental meeting to determine the information given by the concessionaire and assess whether it is part of continual improvement.
- 6.14 CWD shall continually improve the suitability, adequacy and effectiveness of the quality management system. CWD shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

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7.0 RECORDS RETENTION

- 7.1 Active Retention – indefinite (electronic and hardcopy)
- 7.2 Inactive/Archival Retention – shall be kept for 1 year or may request for an extension as deemed necessary (hardcopy); for electronic/soft file; it shall be kept in a separate folder named obsolete master copy/original.

8.0 REFERENCE

- 8.1 ISO 9001:2015 QMS Standard
- 8.2 Quality Manual (Optional)
- 8.3 Nonconformity and Corrective Action Process

9.0 ATTACHMENTS

- 9.1 Service Request Form for Complaints
- 9.2 Written Complaint or Request (from concessionaires if any)
- 9.3 Client Satisfaction Survey Form
- 9.4 Corrective Action Request Form


10.0 DISTRIBUTION LIST

Note 1: Select Relevant CWD recipient to Appear in below List.

COPY HOLDER NO.	DEPT/SEC./COPY HOLDER
1a	Office of the Board
1b	General Manager
2	IQA
3	Commercial
4	Engineering
5	ADM Purchasing
6	ADM Warehouse
7	ADM Motor pool
8	Laboratory (Quality Control Division)
9	ADM HRD
10	Finance
11	Production

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