

# Customer Complaint Handling Process



## 1. Receive Complaints

The complainant submits a complaint form through designated channels, including the organization's website or other designated channels.



## 2. Register Complaints

Officers record the complaint details into the system (VVB Complaint Management) and assign a complaint reference number.



## 3. Screen Complaints

The complaint quality screening committee considers preliminary details from the complaint system to assess appropriateness and relevance.



## 4. Investigate Complaints

The responsible authority gathers evidence, reviews facts, and analyzes initial root causes related to the complaint.



## 5. Resolution of Complaints

The responsible authority determines actions to address the complaint and prevent recurrence.



## 6. Reporting Complaint Results

Staff responsible for complaints prepare a report on findings and notify the complainant.



## 7. Present Results to Management

Complaint outcomes are submitted to management to determine system-level improvements and preventive measures.



Complaints can be submitted via email at: [complaint.th@alsglobal.com](mailto:complaint.th@alsglobal.com)

Please provide complete information, including the complainant's name, contact number, the name of the organization applying for certification, and detailed information regarding the complaint.