

ADM QP15 Complaint Management Procedure

Change History

Revision Number	Description of Change	Date
0	First issue.	02 Apr 2012
1	Section 4 – updating of Customer Care responsibilities to enhance the way complaints are classified (by facility and by type of complaint). Section 5 – updating of flowchart to reflect the changes in the classification of complaints.	20 May 2013
2	Change in CEO appointment. Updated procedure title to reflect a wider approach to complaints. Amended procedure to reflect the fact that all entries in Complaint Register are carried out exclusively by Customer Care Unit personnel.	26 Nov 2013
3	Change in procedure approver.	23 Jun 2014
4	Changed procedure approver. Updated classification system to include Projects and to clarify the use of the term 'Other'. Updated responsibilities of PR & Communications Manager (or designate) with regards to circulation of statistics.	17 Nov 2014
5	Updated procedure to include the management of complaints published in newspaper and/or posted in social media.	21 Aug 2015
6	Included responsibilities of contractor and PR & Communications Officer	13 Jun 2017
7	Updated retention period of records.	20 Sept 2019
8	Amended flowchart with: -List of managers who need to be informed in case of complaints in the respective sites; -Customer care informing complainant with action taken. Change in CEO.	27 Jul 2020
9	Shifted PR & Communication Manager Duties to Coordinator-Customer Care. Added note on anonymous complainants. Included Controlled Document Complaints Communication Flow which includes designation of personnel to whom complaints shall be forwarded for the necessary actioning.	10 Jun 2021

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1 PURPOSE

This procedure documents the method by which complaints are channeled, sorted, actioned and verified.

2 SCOPE

Procedure applies company wide.

3 REFERENCE DOCUMENTS

- Controlled Document 061 Complaints Communication Flow
- Complaints Register WS008

4 RESPONSIBILITIES

The personnel responsible for the procedure are identified in the list below. All responsibilities are clearly defined in **Section 5 Method** and the relevant flow chart.

- OBU Head and other responsible person (to take action on complaints)
- PR & Communications Manager
- PR & Communication Officer
- Customer Care Unit
- Coordinator- Customer CareAll employees

5 METHOD

The attached flow chart depicts the activities involved in the process.

6 RECORDS

Records considered critical for this procedure are treated as follows:

Reference Document	Person responsible for maintaining the Document	Document Storage Location	Duration of time Records are kept
Complaints Register WS008	Customer Care Unit	One-drive	Records are kept for 10 years. Personal information is erased from register after 2 years.

