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|  | YQ BUSINESS ASSURANCE PRIVATE LIMITED | Doc. No. | YQ/SOP/02 |
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| | Customer Complaint SOP | Rev. No. | 04 |
| | | Rev. Date | 27 July 2023 |

Standard Operating Procedure for Handling Customer Complain

1. Purpose:

To describes the procedure for dealing with appeals and/ or complaints received from various sources.

2. Scope:

Customers, Supplier, FE, Auditor, Applicant,

3. Responsibilities:

Executive Planning and Technical Manager has the overall responsibility to ensure that every complaint is being handled properly and its corrective action is taken. Final decision will be taken by CEO.

4. Procedure:

A system for handling customer complaint is such that its reoccurrence is bring to a halt. Any corrective action and preventive action taken for customer complaint is taken after considering all aspects.

Any customer/supplier/FE can write complain there complain on email id info.yqpl@gmail.com

All complain will be evaluated based on evidence and past observation.



If Auditor found involved in any activities which is against QCI/PADD/HRAA_ Requirements /Ver. 2_Oct _2022 then he/she shall be disqualified and strict action shall be taken.

All customer complaint will be handled by executive planning and final decision will be taken by Technical Manager.

Records:

| S No | Name of record | Document number | Location/ Custodian |
|------|---------------------------|-----------------|---------------------|
| 1 | Customer Complaint Record | YQ/HR/09 | Technical Manager |

References: QCI/PADD/HRAA_ Requirements /Ver. 2_Oct _2022

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| Prepared By : Technical Manager | Approved By : CEO |