



**ИНТЕГРИРОВАННАЯ СИСТЕМА МЕНЕДЖМЕНТА
INTEGRATED MANAGEMENT SYSTEM**

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**ПРОЦЕДУРА
УПРАВЛЕНИЕ ЖАЛОБАМИ
COMPLAINTS PROCEDURE**

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1. Purpose and scope

1.1 The present Procedure H-IMS-PRO-26 (hereinafter referred to as the Procedure) is intended for determination of methods for analysis of customer satisfaction as one of the ways to assess functioning of the Quality Management System of Horizon INC LLP (hereinafter referred to as the Company).

1.2 The procedure shall be applied by all employees of Horizon INC LLP directly interacting with the Customer.

2. Normative references

- ISO 9001:2015 Quality management system. Requirements.
- ISO 14001:2015 Environmental management systems. Requirements and application guidelines;
- ISO 9000:2015 Quality management system. Fundamentals and Glossary.
- ISO 45001:2018 Occupational health and safety management systems.

3. Terms, definitions, abbreviations

Concerned parties	A person or group of persons with an interest in the activities or success of the organisation;
Consumer	A person or organisation that would receive or obtain a product or service intended for or requested by that person or organization;
Supplier	The organisation that provides the product or service;
Customer satisfaction	The consumer's perception of satisfaction of their expectations;
Quality	The extent to which the set of inherent characteristics of an object meets the requirements;
Requirement	A need or expectation that is established, normally assumed or mandatory;

IMS- Integrated management system

ISO - International Standardization Organization

QMS - Quality management system

SMS – Safety management system

EMS - environmental management system

AD – administrative documentation

4. Duties, Responsibilities and Authority

Table 1

Responsible persons	Responsibility and authority
Senior management	<ol style="list-style-type: none"> 1. Takes the necessary steps to ensure customer satisfaction. 2. Appoints a person responsible for handling the complaint who is not involved in the subject of the complaint
QMS department	<ol style="list-style-type: none"> 1. Receives and records feedback (complaints, claims) from customers. 2. Develops a corrective action plan for complaints together with the responsible persons.

5. Procedure for describing the process

5.1 The present procedure establishes a process for the Company to achieve, analyse, evaluate, maintain and improve customer satisfaction with the work performed, based on the following data

- understanding of customer requirements;
- compliance with the schedule of works / courses;
- extent of customer loyalty.

5.2 QMS department is responsible for the development, implementation and amendment of these guidelines.

The Sales Manager is responsible for:

- performance of work planned for customer satisfaction;
- study of consumers' opinions on quality of services in the Company;

5.3 The procedure of analysis and increase of customers' satisfaction includes the following stages:

- definition of objectives in the sphere of customer satisfaction;
- analysis of customer satisfaction;
- satisfaction of the customer's claims;
- improvement activities.

6. Description of the consumer satisfaction assessment procedure

6.1 Defining customer satisfaction objectives

Complaint management refers to actions taken by the Company to ensure that a reported complaint is dealt with effectively, does not adversely affect the quality of service and does not damage the reputation of the Company.

The consumer's satisfaction or dissatisfaction with the work/services provided is an indicator of the fulfilment of the consumer's quality requirements and the consumer's interest. In this case, the consumer evaluates the quality of the work/services performed, from the conclusion of the contract to the provision of the service.

Interest is a voluntary decision of a consumer to continue a partnership with Horizon INC LLP based on his/her experience of previous services provided by the Company.

6.2 Customer satisfaction analysis

Due to the well-established feedback from the customers, their wishes are taken into account, through which changes and amendments can also be made to the service provided.

Customer satisfaction analysis is a permanent part of the functioning of the Company's QMS and is carried out at least once a year, and its results are the input to the QMS analysis on the part of the management.

Upon completion of the work, senior management may request information on customer satisfaction in the form of formal feedback or recommendations in writing in any form or by filling in a questionnaire by the Customer in accordance with Annex A.

6.3. Satisfaction of consumer complaints

Responding effectively to complaints is an important means of protecting the Company, its customers and other users from faults, omissions or reckless behaviour.

It is prohibited to refuse receiving a complaint, except for complaints that are anonymous, without specifying name, address, contacts.

The complaint / grievance shall be received by the administrative assistant / QMS department or via feedback on the Company's website horizon-llp.com and shall be registered in the Complaint Register. After registration, **within 1 working day**, the administrative assistant forwards the complaint letter / email to the management of the company for analysis, based on the results of which he/she determines:

- whether the letter/email submitted is a complaint;
- whether the grievance relates to the activities of the Company and its subdivisions;
- whether the Company has the necessary resources and authority to develop and implement effective actions to eliminate the causes of the complaint;
- persons involved in the subject matter of the grievance.

The Company's management reports the complaint, arranges a meeting with the responsible persons depending on the scope of the complaint and appoints a responsible person for dealing with the complaint who is not involved in the subject of the complaint.

Once responsible persons have been appointed, these persons will promptly initiate action to implement the improvement measures.

Where complaints can only be resolved at director level, the heads of departments will agree on corrective actions with the director, specifying the resources and time frame needed to eliminate the non-conformities that caused the complaints.

The time limit for processing a complaint is **no more than 5 working days**, counted from the date of registration.

The Company shall inform the Client/ Customer of the outcome of the complaint after the responsible persons have taken appropriate measures in relation to the complaint. If the Customer does not agree with these results, the Complainant shall have the right to lodge a complaint with the certification body or the state authorities (NEBOSH, IOSH, CompEx, Ministry of Emergency Situations, etc.).

6.4 Improvement activities

The complaint is considered and analysed by the person in charge in order to:

- determine whether the complaint is justified or unsubstantiated;
- determine whether the grievance actually constitutes a defect in performance;
- determine the cause of the complaint;
- develop necessary corrective and preventive actions.

Possible non-conformities identified as a result of a customer satisfaction analysis are managed in accordance with the documented procedure "Management of non-conformities and corrective actions".

In such cases, actions are also taken to clarify and amend the contractual conditions relating to customer requirements.

If a complaint is justified, corrective and preventive action shall be developed and implemented by the responsible person. The corrective actions developed must be such as to eliminate the cause of the complaint and to prevent the recurrence of such complaints.

Preventive action is based on the use of appropriate sources of information (consumer complaints, direct communication with consumers, questionnaires and surveys, reports from consumer organisations, reports in various media, research on the industry to which consumers belong) to identify potential causes of non-compliance.

If the complaint is ungrounded, a response shall be prepared with evidence of the correctness of the Company's actions with regard to the case stated in the complaint. The response shall include relevant facts, references to normative documents in accordance with the requirements of which the work was performed or the service was provided.

One of the following decisions shall be made based on the results of the review of the complaint:

- 1) to fully or partially satisfy and develop actions;
- 2) to refuse to satisfy the complaint with justification of such decision;
- 3) to provide explanation on complaint merits;
- 4) to terminate consideration of the complaint.

Responses to the grievance shall be prepared on the Company's letterhead and shall be:

- prepared in Kazakh, Russian and English languages;
- substantiated and motivated in content;
- should contain references to legislative and regulatory acts of the Republic of Kazakhstan;
- should contain specific facts refuting or confirming the arguments of the complainant, explain his rights to appeal the decision taken.

Information on complaints is considered during the management system review by the Company's management and is included in the management system review reports.

All materials, grievance records and corrective actions taken to eliminate a grievance shall be filed according to the File Register.

6.5. Annexes and forms

Annexes

Annex 1 Complaints management process

Forms

Free-form feedback and recommendations
H-IMS-PRO-26-01 Complaints Register

