



**PROCESS MANUAL**  
**BUREAU OF LOCAL GOVERNMENT**  
**FINANCE**

**BLGF-PM-06-03**

Revision Code: 00

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Section: **PERFORMANCE EVALUATION**

Effectivity Date: 01-19-2018

Subject: **CUSTOMER COMPLAINT MANAGEMENT**

**1. PURPOSES:**

To ensure that the necessary steps are taken regarding customer complaint for the purpose of its non-recurrence in the future. This includes documenting the problem and actions taken.

**2. SCOPE:**

This procedure covers activities from receipt of a customer complaint and the identification, documentation, investigation, evaluation and validation, deliberation on complaint, preparation of an Incident Report, Corrective and follow through on the actions for the divisions concerned.

**3. DEFINITION OF TERMS:**

**3.1 Corrective Action** - Corrective Action is a reactive process to address concerns or issues after they have occurred. It assumes that a non-conformance or problem has been identified and has been reported by employees of the organization or by customers or other interested parties / stakeholders.

**3.2 MR** – Management Review

**3.3 NCAR** – Non-Conformance and Corrective Action Request

**4. RECORDS:**

TITLE/CODE	LOCATION	RETENTION CRITERIA	RETENTION PERIOD	DISPOSAL METHOD
1. Incident Reports	QMS Files	NAP R.A.9470	10 years	As per NAP Rules
2. File of Non-Conformance and Corrective Action Request	QMS Files	NAP R.A.9470	10 years	As per NAP Rules
3. Complaints Monitoring Logsheet	QMS Files	NAP R.A.9470	10 years	As per NAP Rules

**5. REFERENCES:**

**5.1 ISO 9001:2015**

Clause 8.7 Control of Non-Conforming Service  
Clause 10.2 Nonconformity and Corrective Action

5.2 Any document which supports the implementation of the procedure – N/A

5.3 Related documents linked to the procedure : Corrective Action Procedure

PREPARED BY: MANAGEMENT REPRESENTATIVE

APPROVED BY: EXECUTIVE DIRECTOR



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**6. PROCEDURE**

ACTIVITY FLOW	RESPONSIBLE	DETAILS
<p align="center">START</p> <p align="center">↓</p> <p align="center">RECEIVES AND ACKNOWLEDGES CUSTOMER COMPLAINT</p>	<p align="center"><b>Records Officer, Process Owner</b></p>	<p>Receives and acknowledges customer complaint through mail (Central Records), telephone call and email (respective divisions).</p> <p>Central Records notes date and details of Customer Complaint in logbook and forwards to MR.</p>
<p align="center">↓</p> <p align="center">ENDORSES CUSTOMER COMPLAINT TO PROCESS OWNER</p>	<p align="center"><b>Management Representative  Process Owner</b></p>	<p>Endorses customer complaint to the appropriate process owner.</p> <p>Addresses complaint and provides correction. (Refer to Handling of Non-Conforming Services Procedure).</p>
<p align="center">↓</p> <p align="center">INVESTIGATES CUSTOMER COMPLAINT</p>	<p align="center"><b>Process Owner</b></p>	<p>Investigates the customer complaint. Discusses the complaint with other divisions/process owners concerned.</p> <p>The Process Owner visits the customer's site when necessary to investigate and validate the complaint.</p>
<p align="center">↓</p> <p align="center">PREPARES INCIDENT REPORT</p> <p align="center">↓</p> <p align="center">A</p>	<p align="center"><b>Process Owner</b></p>	<p>After investigation of the complaint, prepares an Incident Report with the Statement of the Problem describing the complaint and the circumstances and objective facts around it.</p> <p>In the event, upon investigation, the complaint is not valid, the same will be communicated to the customer. Clearly specifying why complaint is not valid.</p>

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ACTIVITY FLOW	RESPONSIBLE	DETAILS
<p align="center">A</p> <p align="center">↓</p> <p align="center"><b>PREPARES CORRECTIVE ACTION REPORT (NCAR)</b></p> <p align="center">↓</p>	<p align="center">Process Owner</p>	<p>For Customer Complaint, prepares a Corrective Action Report with the following information:</p> <ol style="list-style-type: none"> <li>a. Customer Name</li> <li>b. Customer Address</li> <li>c. Complaint Details</li> <li>d. Root Cause Analysis</li> <li>e. Immediate Action/s</li> <li>f. Corrective Action/s</li> </ol>
<p align="center">↓</p> <p align="center"><b>REVIEWS AND APPROVES INCIDENT REPORT AND NCAR</b></p> <p align="center">↓</p>	<p align="center">Process Owner</p>	<p>Review and approves the Incident Report and Non-Conformance and Corrective Action Request (NCAR)</p>
<p align="center">↓</p> <p align="center"><b>SENDS NCAR TO CUSTOMERS</b></p> <p align="center">↓</p>	<p align="center">Process Owner</p>	<p>Sends NCAR to the customers as a response to its customer complaint. Sets meetings and discussions with the customers as necessary.</p> <p>Copy of the NCAR is provided the MR, DCC.</p>
<p align="center">↓</p> <p align="center"><b>CHECKS AND VALIDATES IF CORRECTIVE ACTION ARE IMPLEMENTED</b></p> <p align="center">↓</p> <p align="center">B</p>	<p align="center">Management Representative Process Owner</p>	<p>The Process Owner with MR checks and validates that the necessary corrective actions are implemented to prevent recurrence of the customer complaint.</p>

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<pre> graph TD     B{{B}} --&gt; A[VERIFIES THE STATUS AND EFFECTIVENESS OF THE AGREED ACTION]     A --&gt; END([END])           </pre>	<p align="center">Process Owner            Internal Quality Auditor            Management Representative</p>	<p>Verifies effectiveness of the agreed action. Closes the NCAR when the agreed action is verified as effective.</p> <p>MR verifies completion of the agreed NCAR and effectiveness of the agreed action.</p> <p>MR closes NCAR if found effective.</p> <p>(Ref Corrective Action Procedure)</p>

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