

TANK TESTING LIMITED CUSTOMER COMPLAINT & APPEALS PROCESS

This process applies to complaints relating to services supplied by Tanktesting UK or by individuals contracted or sub-contracted to carry out works on their behalf.

Complaints made by telephone

Complaints should be directed in the first instance to either the Managing Director/ Technical Manager, the Deputy Technical Manager or the Quality Representative.

It is the intention of the Company to resolve the issue immediately. If the complainant is not satisfied with the answer given by either the Managing Director/ Technical Manager, the Deputy Technical Manager or the Quality Representative, they should be advised that the next step is to make a formal complaint in writing, addressed to the either the Managing Director/ Technical Manager, Deputy Technical Manager or the Quality Representative.

Upon receipt of the initial complaint, the Company shall register the complaint on the Non-Conformance & Corrective Action Report (OP 5.1). The complaint shall be registered whether resolved or not.

Complaints made in writing

Complaints made in writing (letter, fax, or e-mail) should be forwarded immediately to either the Managing Director/ Technical Manager, Deputy Technical Manager or the Quality Representative and acknowledged within one working day. Handling of the complaint shall be carried out by senior management and wherever possible should not include within the process of the complaint any person(s) to whom the complaint is specifically addressed.

It is the intention of the Company to resolve the complaint as soon as possible and take the appropriate steps, via OP5 Non-Conformance, Corrective & Preventative Actions, to ensure the nature of the complaint does not arise in the future.

Anonymous complaints

All written anonymous complaints will be logged as above. A member of the senior management will decide on the level of investigation into the complaint and the outcome will be recorded on Non-Conformance & Corrective Action Report (OP 5.1).

In the event of a complaint remaining unresolved, the Company reserves the right to have an independent assessment carried out. The Company also acknowledges the right of the customer to have an independent assessment carried out and undertakes to be proactive in recommending such to the customer. Should this prove desirable, the customer is directed to forward the findings of the independent assessment to the Managing Director/ Technical Manager, who will then contact the VCA for resolution.