

Complaints Procedure

Purpose

Qualigraf aims for its customers to be satisfied with the quality of its services and strives for continuous improvement. However, it may happen that you are dissatisfied with something. This complaints procedure has been established for that purpose.

This procedure describes the steps Qualigraf takes to handle customer complaints in a professional and efficient manner. The goals of this procedure are:

- To increase customer satisfaction by taking complaints seriously and resolving them;
- To learn from complaints in order to improve the quality of our services.

Definition

A **complaint** is an expression of dissatisfaction from a customer or user about the delivered software, user-friendliness, or service, indicating that expectations or agreements have not been met. Technical problems or bugs are not considered complaints unless the customer explicitly expresses dissatisfaction with the handling, recurrence, or impact thereof.

Scope

This procedure applies to all customer complaints about Qualigraf's services, regardless of the channel through which they are received. Based on ISO 9001:2015.

Note: Complaints from customers still in the implementation phase (not yet fully delivered) fall outside the scope of this complaints procedure.

Roles & Responsibilities

- **Complaint Handler:** The department responsible for overseeing the handling of complaints.
- **Department Manager:** Responsible for reviewing proposed solutions and any escalations.
- **Quality Manager:** Responsible for monitoring the process and reporting trends to management.

Submitting a Complaint

A complaint can be submitted verbally or in writing to Qualigraf.

- Verbal complaints can be submitted by phone, during a visit to your office by one of our staff, or by virtual appointment. All complaints must still be registered via the ticket system.
- Written complaints can be submitted via the online complaint form on the Qualigraf website (www.qualigraf.com), or via the web app by clicking the headset icon in the top bar.
- Written complaints can also be submitted by email to: steven@qualigraf.com
Complaints sent by post must also be sent by email.

Content of the Complaint

To handle your complaint as effectively as possible, we ask you to include as much of the following information as possible:

- Which service(s) you receive from Qualigraf;
- Who your primary contact person is;
- What your complaint pertains to (e.g., a specific service, employee, communication directed at you);
- Description of your complaint;

- For contact purposes: your name, company name, email address and/or phone number, and, if applicable, the URL or link to where you experience the complaint.

Handling the Complaint

Your submitted complaint will receive a substantive response within 5 working days. The complaint handling process includes the following steps:

1. Registration of the complaint;
2. Assessment of the complaint;
3. Investigation into the cause of the complaint;
4. If the complaint requires technical follow-up, a ticket is created for the development department;
5. Execution of the development ticket;
6. Evaluation of the complaint handling.

Deadlines

The complaint handler will inform you of the receipt of the complaint within 5 working days. We aim to complete the complaint handling within 10 working days. If this is not feasible, you will be informed.

Communication

The complaint handler will keep you informed of progress during the complaint handling process.

Satisfaction Survey

After the complaint handling is completed, Qualigraf will ask you to complete a satisfaction survey. This allows us to assess whether the measures taken have been effective and to hear your experience with the complaints procedure.

Confidentiality

All complaints are handled confidentially. Complaint and customer data are kept for a maximum of five years after the end of the customer relationship, unless a legal obligation prescribes otherwise.

Changes

This complaints procedure may be amended by (top) management.

Contact Details

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<https://qualigraf.com/uk/contact-uk/>

Complaints Procedure and Form

This complaints procedure can be found on the Qualigraf website. You can also fill in an online complaint form via our website.

Reference

ISO 9001:2015, section 10.2 Non-conformity and corrective actions