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|  | Company Name:<br><b>አላገ የብርሃን ተክኒክና መ-ሮ ስልጠና ከሳይ</b><br><b>Alage Agricultural TVT College</b> | Document No.:<br><b>OP/ALATVTC/ICE/001</b>      |
| Document Title<br><b>Customer Complaints Handling Procedure</b>                  |   | Issue No. <b>01</b> Page No. <b>Page 1 of 5</b> |

## ISSUE HISTORY

| Issue     | Description of Change | Originator | Effective Date |
|-----------|-----------------------|------------|----------------|
| <b>01</b> | Initial Release       | Taskforce  | November, 2024 |
|           |                       |            |                |

## REFERENCE DOCUMENTS

| Document Number | Document Title  |
|-----------------|---|
| ISO 9000:2015   | Quality management System Requirements, Fundamentals and Vocabulary |
| ISO 21001:2018  | Educational Organization Management System - Requirements           |

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## FOR DCC USE ONLY

### 1. PURPOSE

To handle employees and other client's complaints properly and treat them with the objective of improving the service of ALATVT College.

### 2. SCOPE

The Procedure covers all complaints of employees and other client's that are related to the services of ALATVT College.

### 3. PROCESS OWNER

Good Governance and Change Executive

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## 5. DEFINITIONS AND ABBREVIATIONS

### 5.1 Definitions

For the purpose of this procedure, in addition to the terms and definitions given in ISO 9000:2015, the following definitions shall apply.

**Customer:** Person or Organization using the services and products of ALATVT College

**Management System:** System to establish policy and objectives and to achieve those objectives.

**Requirements:** Need or expectation that is expressed customarily implied obligatory.

**Non Conformity:** Non fulfillment of a requirement.

**Complaint:** any non-conformity or dissatisfaction reported by external and internal customers.

**Complaints Originator:** Either an individual or an organization reporting complaints.

**Act:** Primary responsibility allocated to a person or group of persons to accomplish a specific process/activity, which results in a specific output

**Involved:** Contributory responsibility allocated to a person or group of persons to accomplish a specified process/activity, which results in a specified output.

### 5.2 Abbreviations

**CA:** Corrective actions

**FLW:** Flow Chart

**CD:** College Dean

**ICE:** Good Governance and Change Executive

**OF:** Operating Forms

**OP:** Operating Procedure

**RC:** Record Custodian

**TQR:** Training Quality and Relevance

**GC:** Grievance Committee

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## Alage Agricultural TVT College

Document No.:

OP/ALATVTC/ICE/001

Document Title

### Customer Complaints Handling Procedure

Issue No.

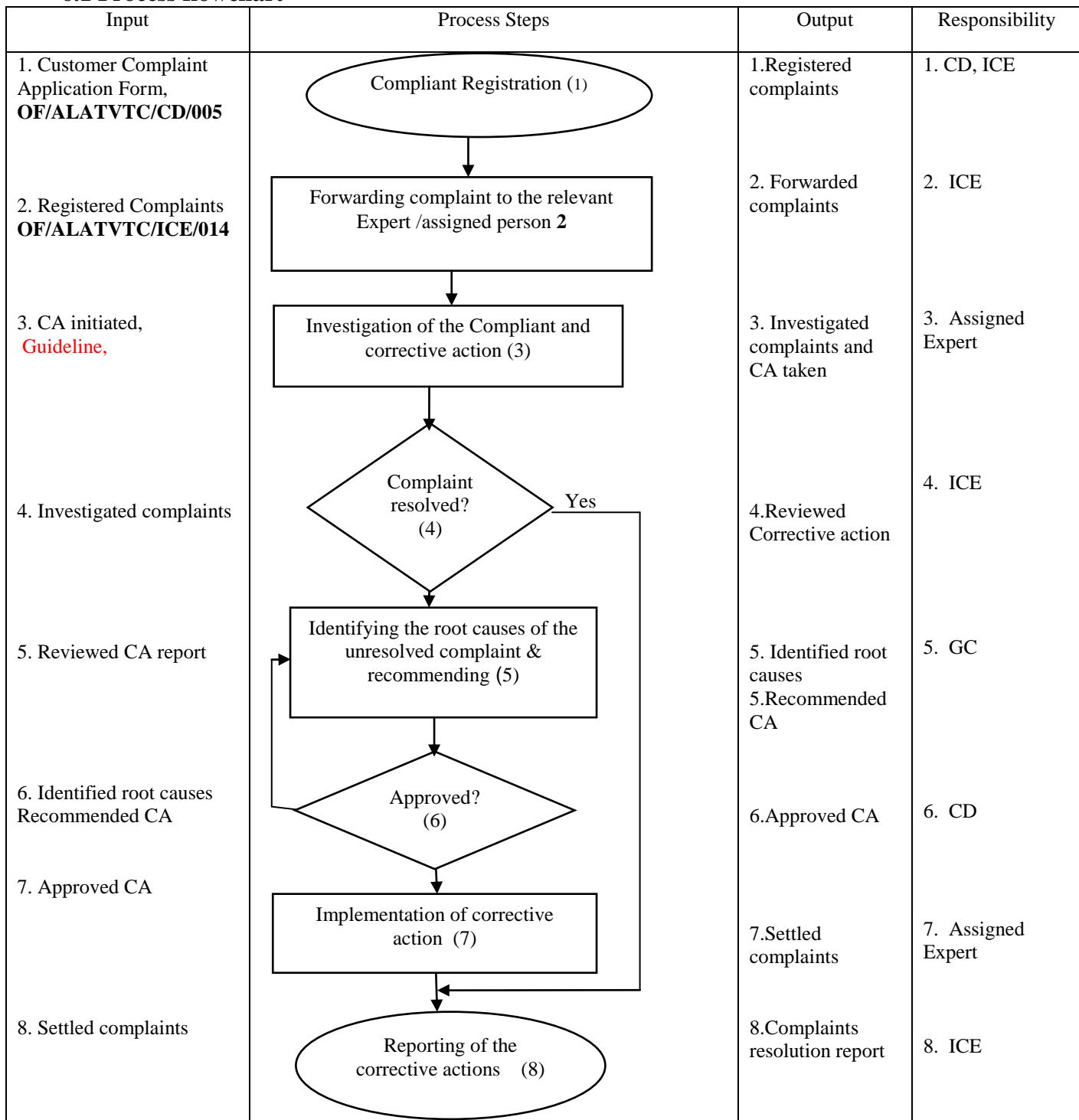
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## 6. PROCEDURE

### 6.1 Process flowchart



Approval

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## 6.2 Description of process steps

| FLW | Process steps Description  |
|-----|--|
| 1   | All complaints shall be directed to and registered by the ICE regardless of their origins. The ICE shall confirm whether the complaints are relevant before recording in the registration form. The complaint shall fill in the complaint application form OF/ALAATVTC/CD/005 and sign it. The ICE acknowledges the complainant on receipt of complaints and provides him/her with progress report and the outcome whenever possible.  |
| 2   | The filled form, OF/ALAATVTC/CD/005, shall be forwarded to the relevant expert for investigation. Complaints reported against the ICE shall be forwarded to the College Dean and resolve as per the corrective and preventive action procedure. If the complaint is about the service, it shall be referred to the service in question at appropriate time. The ICE shall ensure that the persons engaged in the handling process of complaints must be different from those who carried out the audits or inspections.                  |
| 3   | The assigned expert shall investigate and determine whether the complaint is justified and in particular, to identify any aspects of the quality management system whose failure or weakness gave rise to the circumstances leading to the compliant. Corrective action shall be initiated by the relevant expert if the compliant is justified corrective action is taken as per corrective and preventive action Procedure. The findings of the complaint and suggested corrective actions shall be reported to the ICE for reviewing. |
| 4   | The ICE shall review and verify the suggested corrective action report and make decision on the compliant, if necessary he/she may give instruction for further actions.   |
| 5   | The Grievance Committee shall discuss with the concerned expert/custodian and the client to find root causes of the unresolved compliant and propose necessary corrective actions. The GC shall find the root cause of compliant reported against plan, reputation and policy issue of the respective department.  |
| 6   | The College Dean shall: <ul style="list-style-type: none"> <li>Approve the recommended corrective actions are relevant and adequate to the degree of non-conformity.</li> <li>Ensure that the corrective actions are implementable</li> <li>Ensure that necessary resources are available for effective implementation.</li> </ul>   |
| 7   | The relevant expert shall implement the recommended corrective actions to settle the unresolved complaints.<br>The ICE shall implement corrective actions for complaints reported against plan.  |
| 8   | The ICE shall notify whatever the results obtained during the case analysis and the discussions made to the clients or other parties or staff within 10 days from the date of receipt.<br>The ICE shall produce a final report on corrections taken to settle the reported complaints.   |

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## 6. RECORDS

- Registered complaints list
- Complaints resolution report
- Completed Customer Complaint Application Form

## 7. RELATED DOCUMENTS

| Document No.      | Document Title                       |
|-------------------|--------------------------------------|
| OF/ALATVTC/CD/018 | Non-conformance Report Form          |
| OF/ALATVTC/CD/020 | Corrective Action Plan               |
| OF/ALAATVTC/005   | Customer Complaints application Form |
| OF/ALATVTC/CD/021 | Complaint Registration form          |
| OP/ALATVTC/CD/004 | Corrective Actions Procedure         |

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