Customer Feedback & Complaint Handling Procedure (SOP)

Company: Honest Steel FZCO

Scope: Structural Steel Trading Operations (Beams, Channels, Plates, Pipes, Sections)

Document Ref: SOP-QA-001

Procedure Flow

1.Receipt & Logging: Day 1.

Receive complaints/feedback via sales managers, official email (honestfz@eim.ae), or customer surveys. Log details into the Complaint Register:

- Customer Name & Project Details
- Heat/Batch Number & Mill Test Certificate (MTC) Ref
- Description of defects (e.g., dimensional deviation, surface rust, mill defects, delivery delay)

2.Acknowledgment: Within 24 Hours.

Issue a formal written acknowledgment receipt to the customer with a unique **Complaint Tracking ID**.

3.Technical Investigation & Root Cause Analysis (RCA): Days 2-3.

- **Material Defects:** Cross-reference MTCs, check EN/ASTM/BS standards compliance, and if necessary, request third-party lab testing (e.g., tensile strength, chemical composition).
- **Logistics/Delivery Claims:** Audit delivery notes, port clearance records, and transport handling logs.
- Identify root cause (e.g., transit damage, mill tolerance mismatch, handling issue).

4.Resolution & Corrective Action: Days 4-7.

Propose a resolution based on RCA findings:

- **Material Replacement / Credit Note** (if material is out of tolerance/spec)
- **Discount / Rework Allowance** (for minor superficial issues accepted by client)
- **Rejection & Supplier Claim** (back-to-back claim raised against origin steel mill)

5.Closure & Prevention: Post-Resolution.

Obtain a signed **Complaint Closure Form** from the customer. Update supplier ratings and internal QA processes to prevent recurrence.