



Policy  
Documentation  
**Customer Service Policy**

Jas Singh

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## Customer Service Policy

### APPROVAL

The signatures below certify that this policy has been authorised and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by				
Reviewed by				
Approved by				

### AMENDMENT RECORD

This policy is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date

### COMPANY PROPRIETARY INFORMATION

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this document is uncontrolled, except when provided with a document reference number and revision in the field below:

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## Customer Service Policy

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Silent Sentinel shall resolve complaints quickly and satisfactorily, respond to other feedback in a timely manner, and use the complaint and feedback process to help identify and eliminate root causes of customer dissatisfaction, and as a mechanism for continuous improvement.

- In accordance with the Customer Complaints procedure, prime responsibility shall be with the SHEQ Manager, who will ensure the complaint is fully investigated, as per the complaints procedure documented in the Integrated Management Systems Manual.
- Customer complaints shall always be advised to Silent Sentinel via the main point of contact, whether it be Sales, Projects or another source, who in turn will be responsible for raising internally to the SHEQ Manager for action.
- The results of any investigation and the resolution of the complaint shall always be notified to those concerned detailing both cause and actions taken / advised.
- All customer complaints whether of a commercial or technical nature shall be referred to the SHEQ Manager using form “SSAS-0005 Customer Complaints” or via email, these will be given a reference / log number and will be reviewed and remain open until a satisfactory conclusion.
- On receipt of any customer returns relating to a complaint, the product will follow the RMA process followed through to completion.
- When the complaint has been fully investigated, the SHEQ Manager or management representative will notify the Customer, the recipient of the complaint and any other personnel concerned to the final outcomes and closure.