	Section	QUALITY PROCEDURES		Document Reference Code			
	Subsection	(QP 6) Handling of Complaints		<table border="1"> <tr> <td>Rev. No.</td> <td>Eff. Date</td> </tr> <tr> <td></td> <td></td> </tr> </table>	Rev. No.	Eff. Date	
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1.0 PURPOSE

1.1 To ensure that the **Authority** has a documented procedure for effective handling of complaints to the satisfaction of the public and/or clientele.

2.0 SCOPE

2.1 This procedure shall apply to all those members of the **Authority** either from Solid Waste Management or Traffic Discipline Office associated with receiving and acting on complaints

3.0 PROCEDURE

3.1 The **Authority** recognizes complaints being:

3.1.1 A complaint from a third party, i.e. member of the general public, or body affected by the works carried out by the **Authority**.


3.1.2 Complaint received in respect of the **Authority's**:

- **Public service**
- **Professional standing**
- **The competence of its personnel**
- **Contractor's works/activities**

3.1.3 Complaints arising from completed contracts and complaints arising from initial contact with clientele.

3.1.4 Complaints may be received via letter, fax, and phone or by direct or indirect verbal communication.

3.1.5 Internal complaints shall be handled in accordance with the **Non Conformance Procedure**.

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- 3.1.6 Handling of all complaints will be detailed in Work Instruction Documents issued by the **Authority** to concerned staff who will record the relevant details.
- 3.1.7 The recipient of a complaint will take the issue to the relevant Office Head who will initiate the appropriate actions to resolve the complaint. All such actions will be recorded on the form.
- 3.1.8 Each Division/Office will maintain a copy of all complaints.
- 3.1.9 In cases where a clientele complaint could be raised as a **Non Conformance Report (NCR)** whether against services contracted or rendered by the **Authority** controls will be in accordance with the **Non Conformance Procedure**.
- 3.2 Complaints will be reviewed and preventive/corrective actions shall be in accordance with the **Corrective and Preventive Action Procedure**.
- 3.3 Complaints will be reviewed at the Management Review Meeting and preventive/corrective actions taken to stop recurrence as appropriate. Management reviews regarding clientele complaints will be in accordance with the **Management Review Procedure**.
- 3.4 Copies of all relevant correspondence will be kept with the complaint form for future reference. All records shall be maintained and controlled in accordance with the **Quality Records Procedure**.