**OBJECTIVE**

* + To establish guidelines for dealing with complaints made by customers about the company's products, in such a way as to ensure customer satisfaction from the receipt of the complaint to the response to the client.
  + To maintain adequate communication with personnel outside the plant (suppliers, contractors, customers and/or consumers, legal and regulatory authorities) as well as an effective internal communication with the plant personnel.

**PROCEDURE**

**For complaints received**

* + The manager of the sales area receives the complaint by the client.
  + When sales receives a complaint, they fill in the part corresponding to their department on the Receipt of Complaints log (REG-COMPTS-7.0) and pass it on to the manager of Quality Control, either in print or by email.
  + Quality Control requests information from the client that issued the complaint and compares it with records and information from the plant.
  + Quality Control determines if the complaint is the company's responsibility or not.
  + If the complaint is not the company's responsibility but rather that of another plant or distribution center, the complaint and any other information involved is passed on to the responsible party.
  + Quality Control performs the actions necessary to demonstrate the nature of the response with evidence gathered and notifies the Plant Manager and the Sales Department about the status of the complaint.
  + When the complaint is the company's responsibility, the investigation into the complaint proceeds and Quality Control, with the support of other departments (production, maintenance, etc.), determines and implements the corrective action. Quality Control records everything in the Receipt of Complaints log (REG- COMPTS-7.0).
  + Those responsible for the areas involved receive a copy of the form and in conjunction with Quality Control they analyze the details of the complaint.
  + Quality Control investigates the cause or root of the problem.
  + Quality Control attaches the information used during the process as support and evidence (copies of forms, analysis, certificates, etc.).
  + Quality Control inspects the closure and signs the form as a sign of agreement with the closure and delivers the results to the General Manager.
  + Quality Control keeps copies of the register of Receipt of Complaints (REG- COMPLTS-7.0) and of the supporting documentation. All closed complaints are filed for audit matters.
  + Quality Control communicates the resolution of the complaint to the Sales Department who will in turn send it to the customer.
  + If the follow-up of the complaints does not have the desired results an internal audit according to the appropriate procedure may be conducted.

**Process of receiving, analysis, and response to customer complaints**

* + The complaints received by the Sales Department, related to food quality and safety, are sent to the manager of the Department of Quality Control within a maximum period of two days.
  + Complaints have a maximum closure period of 3 days for quality issues and 5 days for food safety issues from the date of their receipt by Quality Control; except in those cases that justifiably require a longer period (prior review by the manager of Quality Control, who determines whether it is justifiable or not).
  + Once the analysis of the complaint is carried out and it is determined whether or not to proceed, Quality Control is responsible for the closure, who issues a response that it sends to the sales area so they report to the client and/or user, on the status.
  + In case of absence on the part of the person responsible for responding to clients’ complaints, a substitute is assigned to perform the same functions, with the authorization of the General Manager.
  + Quality Control determines and implements the corrective action or preventive measures to eliminate or minimize the recurrence of complaints.

**From the reception, monitoring and response of the customer complaint Analysis of trends of complaints**

* + Quality control performs a trend analysis of complaints on a monthly basis, with the objective of identifying the points of the process of greatest vulnerability. For this purpose the complaints received are recorded in the Monthly Report of Complaints form (REG- MRC-7.0).

**External and internal communication**

* + The company maintains effective communication with the external personnel among these suppliers, contractors, customers and legal authorities. Each time there is a change related to safety of the product (specific storage requirements, intended use, changes in specifications etc.) Quality Control passes on a statement informing about what happened to the personnel who may be affected and/or involved.
  + The company ensures that the food safety team is informed of changes made according to the procedure for Document Review (SOP-REV-1.2.2).