

BEEAH
TANDEEF



BEEAH – TANDEEF
Quality Management
Customer Satisfaction System

Doc. No.

TAN-QMCS
Policy/01

Rev/Issue

00/01

Date

Jan 2, 2023

Complaint Handling Policy

TANDEEF recognizes the importance and value of listening and responding to concerns and complaints. We are committed to resolve the customer complaints in an effective & efficient way, protecting the interest of all the stakeholders and complying with all statutory, regulatory and other applicable requirements and improving service delivery and enhancing Operational excellence.

Tandeef will treat all complaints professionally, openly, and courteously and ensure that complaints are handled impartially, fairly, justly, confidentially and with the appropriate sensitivity. Complainants will be treated with respect and will receive a professional level of service throughout the complaint management process.

In line with the requirements of ISO 10002:2018 standard TANDEEF will:

- Achieve operational efficiency to identify trends and causes of complaints
- Resolve more complaints by adopting a more customer-focused approach
- Engage staff with new customer service training opportunities
- Integrate ISO 10002 with business activities to improve operational excellence
- Monitor and continually improve your complaints handling process.
- Seek feedback and suggestions for improvement proactively from our customers.
- Provide accessible, transparent, and accountable customer complaint handling processes.
- Recognize customer feedback and complaints as opportunities to build knowledge and improve services.
- Provide courteous, professional service: Receipt of each complaint will be acknowledged to the complainant within 24 working hours maximum.

Accessibility:

Welcome complaints from customers who are dissatisfied with our decisions, actions or services

Responsiveness

Acknowledge and resolve complaints promptly, address complaints in accordance with their urgency, inform complainants of the progress of their complaint, assess and resolve each complaint as quickly as possible, and resolve complaints at the local level wherever possible

Objectivity

Address each complaint in a sensitive, fair, transparent, equitable, objective, professional and unbiased manner through the complaints handling process, operate from the view that a person who makes a complaint is entitled to a review of the issues raised and a considered response investigate complaints about staff members impartially and independently.

Service excellence: We will build a culture of customer service excellence through leadership, knowledge, empowerment, skills, and processes.

We are committed to continuous improvement of complaints management by conducting regular reporting and monitoring as well as external customer surveys to identify areas of potential improvement.


Rafael Sanjurjo Lopez
Tandeef CEO



Date: Jan 2, 2023

بيئة تنظيف
BEEAH TANDEEF

P.O.Box 20248, Sharjah- UAE
+971 6 572 9000