

INQUIRIES AND COMPLAINTS HANDLING

1. Purpose

The purpose of this procedure is to guide on handling of complaints received at IRA.

2. Scope

This procedure applies to all complaints received against IRA or its employees in the course of their duties and covers their receipt, registration, acknowledgment and resolution.

3. Reference

ISO 10002 International Standard-Customer Satisfaction-Guidelines for complaints handling in organizations

4. Terms, definitions, abbreviations and acronyms

CRO: Customer Relations Officer

Complainant: person, organization or its representative making the complaint

Complaint: expression of dissatisfaction made to IRA relating to its services or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

Customer: organization or person that receives a service.

5. Responsibility

The HCC shall be responsible for ensuring that this procedure is complied with. **DOCUMENT**