
Customer Complaint/Feedback Form

1.1 Complaints Handling Policy

We, HFCL Limited 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 and regulatory requirements.

We will make every reasonable effort to investigate all the relevant circumstances and information surrounding a complaint.

On a continuing basis we will monitor the effectiveness of our complaint handling and make improvements as appropriate.

To determine how a complaint should be managed, we will assess it in terms of severity, health and safety implications, financial implications for the complainant, complexity, impact on the individual, public and organization, potential to escalate, the need for, and possibility of immediate action of these criteria.

1.2 Definition of complaint

Complaint is an expression of dissatisfaction made to an organization, related to its products, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected. (Source ISO: 10002 Standard)

2 How & where to send your complaint/feedback

In order to report a complaint, please fill in the “customer complaint entry form” as enclosed below and e-mail this to feedback.goa@hfcl.com. Alternatively you can telephone us +91-0832-6697052 or send a courier to HFCL Limited, L-35, 36, 37 Verna Industrial Estate, Verna, Salcete, Goa – 403722

2.1 Complaints Handling Process

The following provides an overview of how complaints will be addressed further to reporting:

2.1.1 Acknowledgement of complaint

Upon reporting a complaint, it is registered and an acknowledgement is sent to the complainant through e-mail or through the same media by which the complaint is received.

2.1.2 Initial assessment of complaint

After registration of the complaint, it is initially assessed by the Quality Team / Marketing Team, in terms of various criteria such as severity, safety, complexity and impact on the organization etc. Post to the initial assessment, each complaint is forwarded to the concerned department for further investigation and root cause analysis of the complaint.

2.1.3 Investigation of complaints

Every possible effort is made to resolve the customer complaints in an efficient, amicable and fair manner, protecting the interest of all the stakeholders. HFCL follows a very scientific approach for investigation of the complaints; tools like root cause analysis and 8D techniques are often used. All customer support personnel are well trained with all the analytical tools/techniques necessary for better investigation of a complaint. Complaints are prioritized for investigation according to the ratings awarded during the initial assessment.

2.1.4 Response to complaints

Further to the investigation, a formal response is sent to the complainant that includes the analysis report, findings, probable causes and corrective and preventive action(s) taken. If the root cause is found to be at the complainant's end then corrective measures are suggested for the complainant's consideration.

2.1.5 Closing the complaint

Once the complainant accepts the proposed action or the conclusion of root cause analysis, then the complaint shall be closed.

Unless specified by the customer, the following timelines are followed on each problem and complaint

Process	Time Frame	Responsibility
Complaint Acknowledgement	Within 24 hrs	Marketing Manager
Initial Response to Customer	Within 1 working day from the date of the complaint	QA Head
Restoration & Resolution of Complaints - Minor	Within 60 Calendar days from the date of the complaint	QA Head / Concerned Process Owner
Restoration & Resolution of Complaint - Major	Within 30 Calendar days from the date of the complaint	QA Head / Concerned Process Owner
Restoration & Resolution of Complaint - Critical	Immediate	QA Head / Concerned Process Owner

