

	INSTRUCTIONS
	COMPLAINTS, SUGGESTIONS AND CONGRATULATIONS PROCESS

Objective	The objective of this process is to define how the complaints, suggestions and congratulations presented by the clients to the Agricultural and Livestock Service are received, managed, answered and analysed.
Scope	This document applies here in Chile, for all complaints (page 2), suggestions and congratulations (page 3) concerning the supply activities of SAG products and/or services, as well as staff behaviour in their provision.
Performance Indicator	Non-applicable

1) Handling complaints

I-CL-CL-AC-001 -version 03

*OIRS: Spanish acronym for Information, Complaints and Suggestions Office.



INSTRUCTIONS

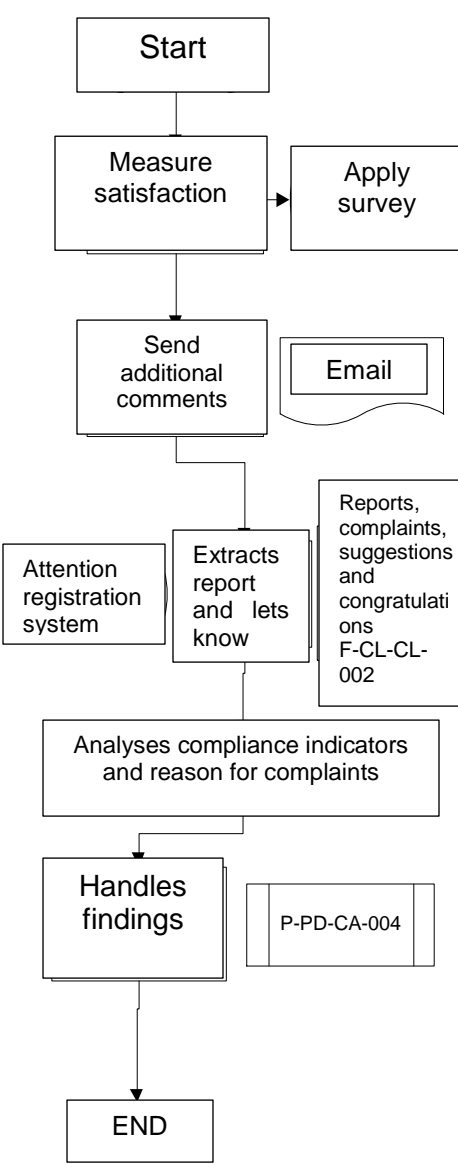
COMPLAINTS, SUGGESTIONS AND CONGRATULATIONS PROCESS

2) Handling suggestions and congratulations

Flow chart (Optional)	Description of activities and/or tasks	Activity and/or task performers	Registers
<pre> graph TD Start([Start]) --> Receive[Receive suggestion or congratulation] Receive --> Send[Send standard reply to customer] Send --> Channel[Channel to unit] Channel --> Register[Register reply] Register --> Monitoring[3: Monitoring and evaluation] Channel --> Attention[Attention registration system] </pre>	<p>Prepares reply based on defined formats in the care protocol (D-CL-CL-AC-003) and sends it to the client, if relevant.</p> <p>Sends the suggestion or congratulations to the appropriate division/department or regional address for relevant knowledge and actions. In case of congratulation, we recommend making it public in division/department or region.</p> <p>Records and closes the case.</p>	<p>- OIRS Manager</p>	<p>- Email and/or Letter</p> <p>- Email and/or Shipping slip</p> <p>- Attention registration system</p>

	<div style="text-align: center;"> INSTRUCTIONS COMPLAINTS, SUGGESTIONS AND CONGRATULATIONS PROCESS </div>
--	--

3) Monitoring and evaluation

Flow chart (Optional)	Description of activities and/or tasks	Activity and/or task performers	Registers
	<p>For complaints or suggestions: Applies satisfaction survey by sending a link via email if he or she has the information. If client sends additional communication with comments, he or she sends them to the SIAC manager by email.</p> <p>Files a complaints report, suggestions and congratulations and distributes them monthly to the Customer and Communications Head Dept., Process Improvement Unit and Regional Customer and Communications Manager.</p> <p>Identifies and manages findings according to the procedure of corrective actions, preventive, improvement and control of non-compliant product (P-PD-CA-004) when the reasons for complaints correspond to conduct/personal treatment, delay response/attention, failed process/procedure or, care of customer property.</p> <p>Note: For reasons, see D-CL-CL-AC-002 definitions.</p>	<p>- OIRS Manager</p> <p>- SIAC Manager</p> <p>- SIAC Manager</p> <p>- Customers and Communication Regional Manager</p> <p>- Quality and Control Manager</p>	<p>- Email</p> <p>- Complaints, suggestions and congratulations report (F-CL-CL-AC-002)</p> <p>- Se Suite</p>

I-CL-CL-AC-001 -version 03

*SIAC: Spanish acronym for Information System and Citizen Care.

*OIRS: Spanish acronym for Information, Complaints and Suggestions Office.