


Customer complaint handling process

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1	2016.2.1	Original creation	Junghoon Hyun	Hyunil kim	Sungchuel Park
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1. Introduction

1.1 Objective

This procedure is intended to secure reliability from customers and satisfy customers by promptly and appropriately handling customer complaints arising from services provided by PCCA.


1.2 Scope

This applies to the overall handling of customer complaints received from customers for services provided by PCCA.

1.3 Definition of Terms

1.3.1 Customer complaints

Customer complaints mean that the customer's requirements for the services provided by the company have not been met, and include all matters related to customer requests for additional materials or inquiries after the end of training.

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2. Customer complaint handling channel

2.1 Information of channel type

Customers can customer complaints by:

- ✓ Telephone : Office(+82-31-8003-1728), Direct(+82-10-6456-8868)
- ✓ E-Mail : pcca@pcca.kr
- ✓ Website : 'Service Inquiry' page of PCCA Website

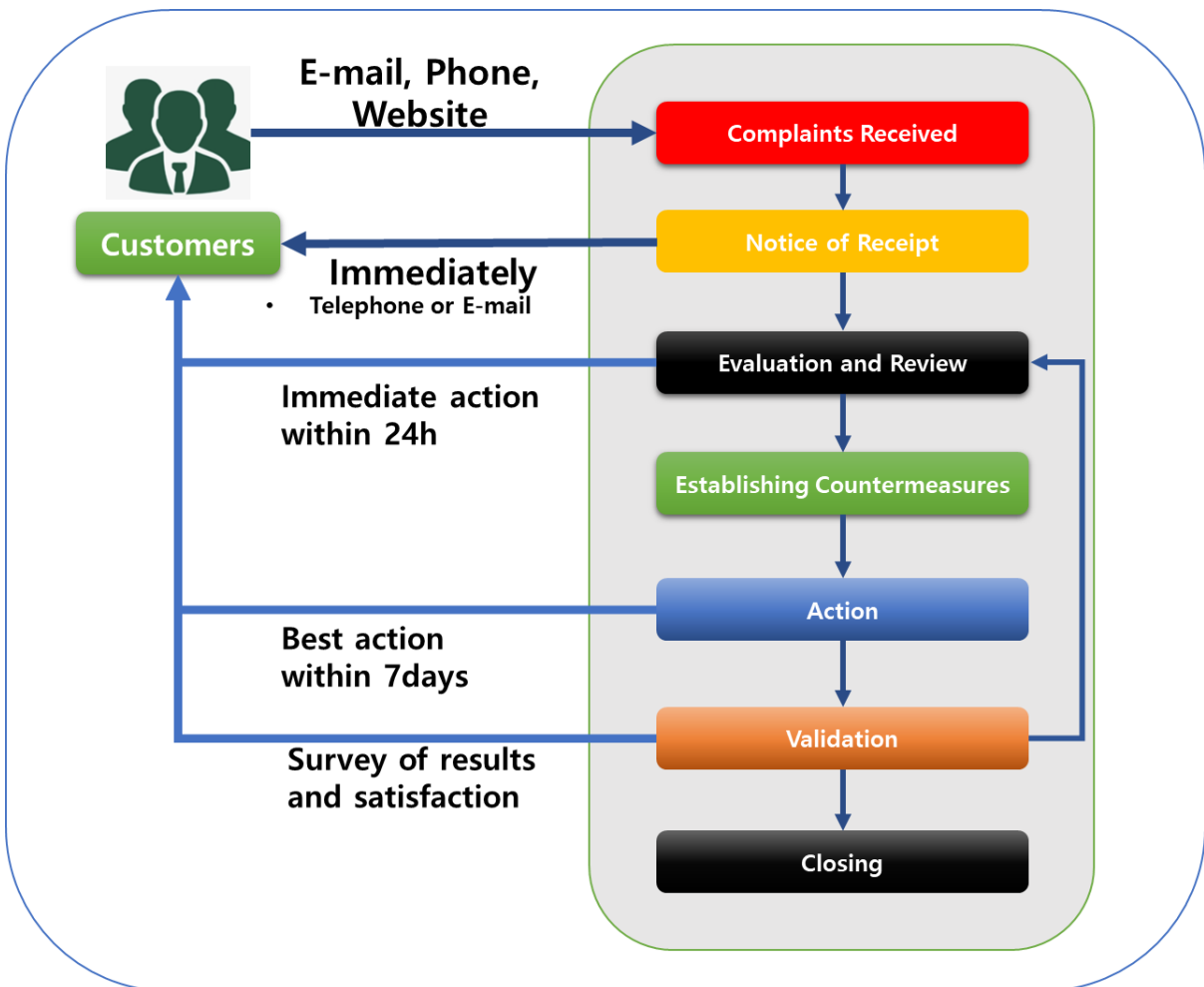
2.2 Contact information


- ✓ Name : Hyun Junghoon
- ✓ Tel. : +82-10-6456-8868
- ✓ E-mail : junghoon.hyun@pcca.kr

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3. Customer complaint handling procedures

3.1 Procedures Diagram



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3.2 Detailed Information

3.2.1 Complaints Received

Customers who have purchased and provided our services can file complaints through telephone, e-mail, or website when complaints arise.

3.2.2 Notice of Receipt

When a complaint is received from the customer, our representative immediately informs the customer via phone or e-mail that the complaint has been received.

3.2.3 Evaluation and Review


Our representatives evaluate and review customer complaints to determine if they can be dealt with immediately or if countermeasures are needed. Any items that can be processed immediately will be acted within 24 hours, and any other items will be further reviewed and referred to other departments of the company.

Examples of items that can be processed immediately are:

- ✓ Request simple material
- ✓ Training and Service Inquiries
- ✓ Certifications related inquiries, etc.

3.2.4 Establishing Countermeasures

We establish a countermeasure to take action against the customer for items that cannot be processed immediately. There are various methods such as telephone, e-mail, and face-to-face counseling, and establish the best measures for customer satisfaction.

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3.2.5 Action


All complaints, including items that can be processed immediately, should be taken within 7 days of receipt of the customer complaint. Complaints that cannot be resolved by one-time take the first action within 7 days, and additional actions are carried out in consultation with the customer.

3.2.6 Validation

The effectiveness of the action is grasped by investigating the result of the action and customer satisfaction. Complaints that have unresolved and customer dissatisfaction are reevaluated and reviewed, and actions are taken repeatedly until customer satisfaction is met.

3.2.7 Closing


Resolved complaints and customer satisfaction complaints are Closed. In addition, all matters from receipt to termination of the complaint are recorded and stored in documents, and in the future, similar complaints are utilized and updated.

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4. Standard documents

4.1 Customer complaints handling register list


4.2 Customer complaints handling register

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Doc No.	Reception Date	Customer Information				Complaint Summary	Action Summary	Responsible Manager	Status	Satisfaction	Resolution Date
		Company	Name	Phone	E-mail						

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Customer Complaint Handling Register

Reception date	2020. . .	Reception method	<input type="checkbox"/> Telephone <input type="checkbox"/> E-Mail <input type="checkbox"/> Website
Customer Information			
Company Name		Person Name	
Phone		E-mail	
Complaint Information			
< Complaint Description >			
↑ ↑ ↑ ↑ ↑ ↓			
< Action Description >			
↑ ↑ ↑ ↑ ↑ ↓			
Manager		Department	
Validation			
Complaint Status	<input type="checkbox"/> Settled <input type="checkbox"/> Pending <input type="checkbox"/> Unsettled	Satisfaction Status	<input type="checkbox"/> Satisfaction <input type="checkbox"/> Normal <input type="checkbox"/> Unsatisfaction
< Additional Action Plan > (If necessary)			
↑ ↑ ↑ ↓			