



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



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Activities and/or tasks descriptions.

1) Handling complaints

Flow chart (Optional)	Description of activities and/or tasks	Activity and/or task performers	Registers
<pre> graph TD Start[Start] --> Receive[Receive complaint] Receive --> Analyse[Analyse case and prepare actions] Analyse --> Prepare[Prepare reply] Prepare --> Review[Review and correct reply] Review --> Authorises[Authorises reply] Authorises --> Send[Send reply with copy to registered OIRS] Send --> Register[Register reply] Register --> Attention[Attention registration system] Register --> Monitoring[3: Monitoring and evaluation] </pre>	<p>Performer arranges the necessary actions for handling the complaint, directly or assigning it to personnel, he or she oversees: to investigate the situation and/or to elaborate the reply.</p> <p>The reply text is checked and corrected from a communicational point of view.</p> <p>The reply is authorised by the person responsible and sent to the respective OIRS (see List of OIRS and SAG offices, D-CL-CL-AC-001) to send it to the client and then to register it.</p> <p>If the complaint was received from another office, a copy is sent to OIRS to close the case in the attention registration system.</p> <p>Maximum Management period: 10 working days upon reception by the SAG.</p>	<ul style="list-style-type: none"> - Office Head - Regional Director - Head of Division Department - *SIAC Manager <p>Regional clients and Communications Manager</p> <ul style="list-style-type: none"> - *OIRS SAG Central Manager - SIAC Manager -OIRS Manager 	<ul style="list-style-type: none"> - Email and/or -shipping slip. - Email and/or - letter. -OIRS attention registration system.



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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 --> Attention[Attention registration system] Attention --> Eval[3: Monitoring and evaluation] </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 and/or Email and/or Shipping slip and/or Attention registration system</p>



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3) Monitoring and evaluation

Flow chart (Optional)	Description of activities and/or tasks	Activity and/or task performers	Registers
<pre> graph TD Start[Start] --> Measure[Measure satisfaction] Measure --> Apply[Apply survey] Apply --> Send[Send additional comments] Send --> Extract[Extracts report and lets know] Extract --> Analyse[Analyses compliance indicators and reason for complaints] Analyse --> Handle[Handles findings] Handle --> End[END] subgraph Systems Email[Email] Reports[Reports, complaints, suggestions and congratulations F-CL-CL-002] PPD[P-PD-CA-004] end Send --- Email Extract --- Reports Handle --- PPD </pre>	<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>