


PRO/TQM/08		CUSTOMER COMPLAINTS PROCEDURE		 NAMIBIAN AGRONOMIC BOARD	
Effective date	30 June 2023	Compiled by: TQMO	Approved by: CEO	Revision no.	01

1. PURPOSE

The purpose of this procedure is to describe how customer complaints are handled in order to improve customer satisfaction, driving continuous improvement, and maintaining regulatory compliance.

2. SCOPE

This procedure is applicable to all complaints submitted to the Namibian Agronomic Board (NAB).

3. REFERENCES

- 3.1 ISO 9001:2015
- 3.2 ISO 17020:2012

4. TERMS & DEFINITIONS


- 4.1 PRO – Public Relations Officer
- 4.2 TQMO – Total Quality Management Officer
- 4.3 GLRM – Governance, Legal and Risk Management

5. RESPONSIBILITY AND AUTHORITY

- Total Quality Management Officer: Review, update and implements this procedure. Record, track and communicate customer complaint until closure.
- Public Relations Officer: Receive customer complaints, communicate to internal and external interested parties.
- Chief Executive Officer: Provide support for the implementation of this procedure. Review and approves this procedure.
- All NAB Staff: Implement this procedure.

6. PROCEDURE

6.1 Any person/organization who is not satisfied with NAB's service can launch a complaint to NAB. The complaint shall be addressed to: **PRO: Namibian Agronomic Board (NAB); P. O. Box 5096, Ausspannplatz, Windhoek, Agricultural Boards Building, 30 David Hosea Meroro Road** or email to complaints@nab.com.na.

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6.2 Upon receipt of a customer complaint, PRO shall acknowledge receipt of complaint within 24 hrs.

6.3 Customer complaints shall be recorded on FORTQM05 Customer Complaints Register.

6.4 The TQMO together with a nominated person shall evaluate the validity of the complaint. If the complaint is TQM related, then GLRM or any person with QMS knowledge shall replace the TQMO. The complaint handling process shall ensure that a person who is a subject of complaint is not involved in determining whether the complaint is valid or not.

6.5 If the complaint is deemed valid, TQMO shall record it on a FOR/TQM/04 NCR FORM and forward it to the process owner.

6.6 The Process Owner shall investigate the cause of the complaint and take actions as per PRO/TQM/04 Nonconformity and Corrective Action Procedure.

6.7 The PRO shall keep the complainant informed about the progress and results of the correction and corrective action taken.

6.8 The complaint shall be resolved within 10 working days, the complaint is resolved when a complainant has received and accepted the feedback from NAB.

6.9 The results of complaint handling process shall never be used to discriminate or penalise the complainant nor the subject of complaint (a person who the complaint was about).

6.10 Records of complaint handling process shall be maintained, e.g. email correspondence, credit notes, etc.

The NAB shall treat as strictly confidential and not disclose or use any information received or obtained as a result of the investigation of the customer complaint.

7. RECORDS

<u>Description</u>	<u>Responsibility/ Location</u>	<u>Retention</u>
FORTQM05 Customer Complaints Register	TQMO	24 months
FORTQM04 NCR FORM	TQMO	24 months

8. RECORDS OF REVISION

<u>Revision</u>	<u>Date</u>	<u>Description</u>
00	June 2023	Established
<u>01</u>	27 Dec 2023	Address issues raised in SADCAS F 40 (d) of 22 Dec 2023