Responding to a Complaint

Customer Complaints 1 - GENERAL QUALITY

- Quality issue

- Quality of Colour

- Edging / Lamination

- Quantity incorrect.

Use this procedure to mange all of the above. Please keep an email trail so there is a record of both handling of the compliant and the customers response.

1. Quote all Job Number ref or Ticket ref on all correspondence

2. Use the email templates to respond to the customer. Amend to suit the complaint.

3. Always request images of the damage.

4. Check the Quality Control images with Production

5. Once you have assessed the error with Production - Raise a REDO job bag

6. On the REDO job bag TITLE - Record the reason for the REDO - i.e Lamination etc

7. Email the customer with the outcome and advise on the delivery date for the order.

(2) EMAIL RESPONSE TEMPLATE -

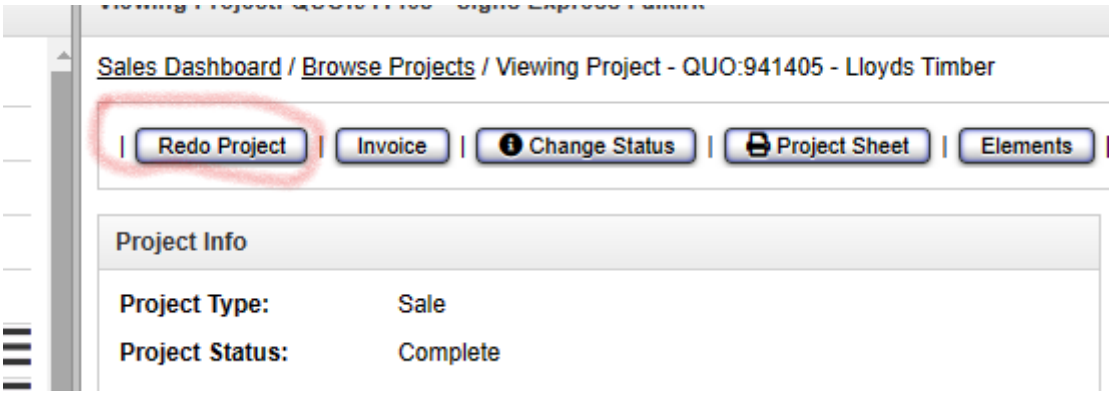
QUALITY ISSUE / COLOUR ISSUE / EDGING-LAMINATION / QUANTITY INCORRECT

A - Sorry that your order has not arrived as expected. Can you send me through photographs of the issues and I will have a look? Once I have the information, I will get back to you as a matter of urgency. Please accept our full apologies for the inconvenience caused

B - Sorry that your order has not arrived as expected. Thanks for sending through the mages to me.

I will get back to you as a matter of urgency. Please accept our full apologies for the inconvenience caused

(5) REDO JOB BAG



Click on the REDO tab.

Complete the form that will appear. Add in the reason for the REDO

This will create a job bag - process it through as normal. Mark clearly what has to be redone.

(7) QUALITY ISSUE REPLY

Just to let you know we have actioned a reprint for you. This will be with you ----

Please accept our apologies again for the inconvenience caused

Customer Complaints 2 - DAMAGE OR LOST IN TRANSIT

ORDER HAS NOT ARRIVED OR HAS ARRIVED DAMAGED - FOLLOW THIS PROCEDURE

1-Use this email template to respond to the customer, then follow the above procedure

ORDER LOST IN TRANSIT / DAMAGED – (EDIT TO SUIT)

Sorry to say that your order has been lost in transit. Please accept our apologies on behalf of our couriers.

We are currently in the process of reprinting your order and this will be dispatched as a matter of urgency.

Your patience is appreciated. Please accept our apologise for the delay and for the inconvenience caused.

ORDER RUNNING LATE - EMAIL CUSTOMER - EDIT THE TEMPLATE TO SUIT.

Just to let you know there is a delay with your order. Your order will now be dispatched on-------

Thank you for your patience, your understanding is appreciated.

QUALITY CONTROL ISSUE WITH YOUR ORDER - USE THIS TEMPLATE AND EDIT TO SUIT.

Just to let you know that your order has been held back by quality control.

We are in the process of correcting the issue, however, I am sorry to say we have missed our courier.

Your order will be dispatched on ----------

Please accept our full apologies for the delay and for the inconvenience caused

RESPOND - REQUEST - RESOLVE - REDO - REPLY

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