



Number : HAPL-QP-16
Title : Handling Clients Complaints

Handling Clients Complaints

Procedure Index

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HACKIZEN ASSESSMENTS PRIVATE LIMITED
HAPL - Procedure



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- EC to verify the investigation outcomes
- If the investigation is invalid a re-investigation is recommended
- If the investigation is valid, Action Team to propose suitable Corrective action
- EC in coordination with MD/Director validates the action proposed and recommends them for implementation
- If action implementation takes long time intermediately status is updated to the complaint by MD/Director
- Action Team establishes elements to track effectiveness of action proposed.
- The action taken is evaluated for effectiveness.
- If the action is not effective the proposed action is reviewed.
- If the action taken is effective, horizontally deploy those actions in other areas / processes & Close the Complaint.
- MD/Director communicates through a formal notice, about the resolution taken against the complainant to the entity who has initiated this Complaint.
- The Maximum time for the Resolution of Complaint is 24 Hours i.e., means within 24 Hours of time HAPL will Resolve the Issue.