



National Standards Authority of Ireland

IRISH STANDARD

I.S. ISO 10002:2005

ICS 03.120.10

National Standards  
Authority of Ireland  
Glasnevin, Dublin 9  
Ireland

Tel: +353 1 807 3800  
Fax: +353 1 807 3838  
<http://www.nsai.ie>

**Sales**  
<http://www.standards.ie>

**QUALITY MANAGEMENT - GUIDELINES FOR  
COMPLAINTS HANDLING IN ORGANISATIONS**

*This Irish Standard was  
published under the  
authority of the National  
Standards Authority of  
Ireland and comes into  
effect on:  
May 9, 2005*

**NO COPYING WITHOUT NSAI  
PERMISSION EXCEPT AS  
PERMITTED BY COPYRIGHT  
LAW**

© NSAI 2005

**Price Code K**

Údarás um Chaighdeáin Náisiúnta na hÉireann



# INTERNATIONAL STANDARD

# ISO 10002

First edition  
2004-07-01

---

---

## Quality management — Customer satisfaction — Guidelines for complaints handling in organizations

*Management de la qualité — Satisfaction des clients — Lignes  
directrices pour le traitement des réclamations dans les organismes*



Reference number  
ISO 10002:2004(E)

© ISO 2004

## ISO 10002:2004(E)

### PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

© ISO 2004

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office  
Case postale 56 • CH-1211 Geneva 20  
Tel. + 41 22 749 01 11  
Fax + 41 22 749 09 47  
E-mail [copyright@iso.org](mailto:copyright@iso.org)  
Web [www.iso.org](http://www.iso.org)

Published in Switzerland

## Contents

	Page
<b>1 Scope</b> .....	<b>1</b>
<b>2 Normative references</b> .....	<b>1</b>
<b>3 Terms and definitions</b> .....	<b>1</b>
<b>4 Guiding principles</b> .....	<b>2</b>
<b>4.1 General</b> .....	<b>2</b>
<b>4.2 Visibility</b> .....	<b>3</b>
<b>4.3 Accessibility</b> .....	<b>3</b>
<b>4.4 Responsiveness</b> .....	<b>3</b>
<b>4.5 Objectivity</b> .....	<b>3</b>
<b>4.6 Charges</b> .....	<b>3</b>
<b>4.7 Confidentiality</b> .....	<b>3</b>
<b>4.8 Customer-focused approach</b> .....	<b>3</b>
<b>4.9 Accountability</b> .....	<b>3</b>
<b>4.10 Continual improvement</b> .....	<b>3</b>
<b>5 Complaints-handling framework</b> .....	<b>4</b>
<b>5.1 Commitment</b> .....	<b>4</b>
<b>5.2 Policy</b> .....	<b>4</b>
<b>5.3 Responsibility and authority</b> .....	<b>4</b>
<b>6 Planning and design</b> .....	<b>5</b>
<b>6.1 General</b> .....	<b>5</b>
<b>6.2 Objectives</b> .....	<b>5</b>
<b>6.3 Activities</b> .....	<b>6</b>
<b>6.4 Resources</b> .....	<b>6</b>
<b>7 Operation of complaints-handling process</b> .....	<b>6</b>
<b>7.1 Communication</b> .....	<b>6</b>
<b>7.2 Receipt of complaint</b> .....	<b>6</b>
<b>7.3 Tracking of complaint</b> .....	<b>7</b>
<b>7.4 Acknowledgement of complaint</b> .....	<b>7</b>
<b>7.5 Initial assessment of complaint</b> .....	<b>7</b>
<b>7.6 Investigation of complaints</b> .....	<b>7</b>
<b>7.7 Response to complaints</b> .....	<b>7</b>
<b>7.8 Communicating the decision</b> .....	<b>7</b>
<b>7.9 Closing the complaint</b> .....	<b>7</b>
<b>8 Maintenance and improvement</b> .....	<b>7</b>
<b>8.1 Collection of information</b> .....	<b>7</b>
<b>8.2 Analysis and evaluation of complaints</b> .....	<b>8</b>
<b>8.3 Satisfaction with the complaints-handling process</b> .....	<b>8</b>
<b>8.4 Monitoring of the complaints-handling process</b> .....	<b>8</b>
<b>8.5 Auditing of the complaints-handling process</b> .....	<b>8</b>

## ISO 10002:2004(E)

<b>8.6 Management review of the complaints-handling process .....</b>	<b>9</b>
<b>8.7 Continual improvement .....</b>	<b>9</b>
<b>Annex A (informative) Guidance for small businesses .....</b>	<b>10</b>
<b>Annex B (informative) Form for complainant .....</b>	<b>11</b>
<b>Annex C (informative) Objectivity .....</b>	<b>12</b>
<b>Annex D (informative) Complaint follow-up form .....</b>	<b>14</b>
<b>Annex E (informative) Responses .....</b>	<b>17</b>
<b>Annex F (informative) Escalation flowchart .....</b>	<b>18</b>
<b>Annex G (informative) Continual monitoring .....</b>	<b>20</b>
<b>Annex H (informative) Audit .....</b>	<b>22</b>
<b>Bibliography .....</b>	<b>23</b>

This is a free preview. Purchase the entire publication at the link below:

[Product Page](#)

- 
- [Looking for additional Standards? Visit Intertek Inform Infostore](#)
  - [Learn about LexConnect, All Jurisdictions, Standards referenced in Australian legislation](#)
-