



## HEGMATAN CEMENT COMPANY

### Introduction to the complaint handling procedure

#### 1. Introduction

Hegmatan Cement Co. has established an ISO 10002:2018 complaint handling system in order to adopt a customer-oriented procedure in offering services to the clients and improving the quality of executive activities and enhancing customers' satisfaction as well as avoiding repeated complaints.

For the information of esteemed customer about handling the complaints, a summary of the process of handling complaints in Hegmatan Cement Co. is offered as follows.

Please associate us by your recommendations and opinions in promoting the procedure of handling complaints and also optimizing the quality of other processes and services to gain your consent.

#### 2. Complaint handling procedure information

##### 2.1. In-Charge Dept.

The customers' relationship (in sale dept.) is the in-charge unit to handle the customers' complaints in Hegmatan Cement Co.

##### 2.2. The complaints could be heard by one of the following ways:

- Call the sale offices of the company
- By written (filling and sending complaints' form by fax)
- Referring Hegmatan Cement portal and filing the complaint in the website of Hegmatan Cement Co.

##### 2.3. Duration of Complaints' Handling & Responding

The duration of handing and responding service complaints is ranged from 2 to 6 days and qualitative complaints is between 32 and 55 days (in case of needing tests).

##### 2.4. Feedback from Complaints' Handling

The complainers could call 0813822568, the phone number of customers' relationship dept. of Hegmatan Cement Co. if they need any of following matters:

- Information about "complaint handling process, decisions taken and carried out measures" about their complaints
- Show their dissatisfaction about the decisions taken
- Asking for a certain person to be accountable
- Offering recommendations about required measures in order to settle complaints, etc.

##### 2.5. Other Explanations

- Clearing up and offering decisions taken to the clients by Customers' Relationship Dept.
- The process of handing each complaint shall be assumed completed when making the complainers satisfied by the decisions taken and carried out measures about their complaints.
- After completing the complaint procedure by Customers' Relationship Dept., a questionnaire shall be filled about the process of complaint handling by the complainers.

**It should be noted that the above processes are free of charge.**