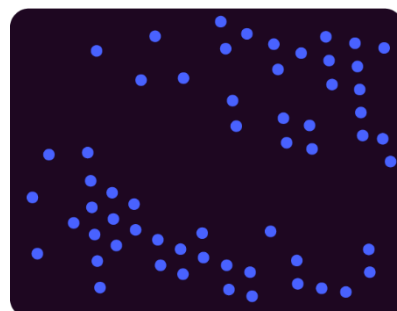
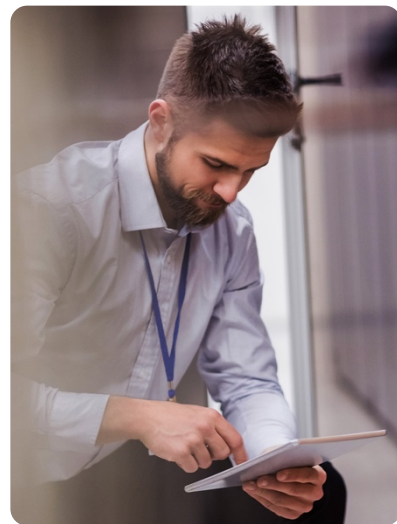


July 2025
Version 1.1

Customer Complaint Process

Conscia Denmark



Conscia
Secure progress



Contents

Introduction.....	2
Purpose	2
Conscia Customer Complaint Owners	2
Conscia Customer Complaint Process.....	3
The complaint mailbox.....	4

Change log

Version no.	Date	Changes	Changed by
0.1	08.05.2023	Draft version	MOE
0.11	08.05.2023	Minor changes to wording and comments to consider.	JHA
1.0	17.05.2024	Update and approved.	JTH (+MOE)
1.1	09.07.2025	Reviewed with no comments.	SLS+JTH

Introduction

At Conscia Denmark, we take customer satisfaction very seriously. We understand that sometimes things can go wrong, and our customers may experience issues with our services. To ensure that we address any complaints in a timely and effective manner, we have implemented this customer complaint process. The process aims to provide our customers with a clear and straightforward way to bring their concerns to our attention and allows us to investigate and resolve the issue as quickly as possible. Our goal is to provide a high level of service and support to our customers and to maintain their trust and satisfaction with our company.

Purpose

The purpose of the customer complaint process is to ensure that all customer complaints are acknowledged, investigated, and resolved to our customers satisfaction. By providing a structured process for addressing customer complaints, Conscia can maintain high levels of customer satisfaction and loyalty, while also identifying opportunities for improvement in our processes and procedures. Ultimately, the goal is to provide exceptional service to customers and to continually improve the quality-of-service delivery.

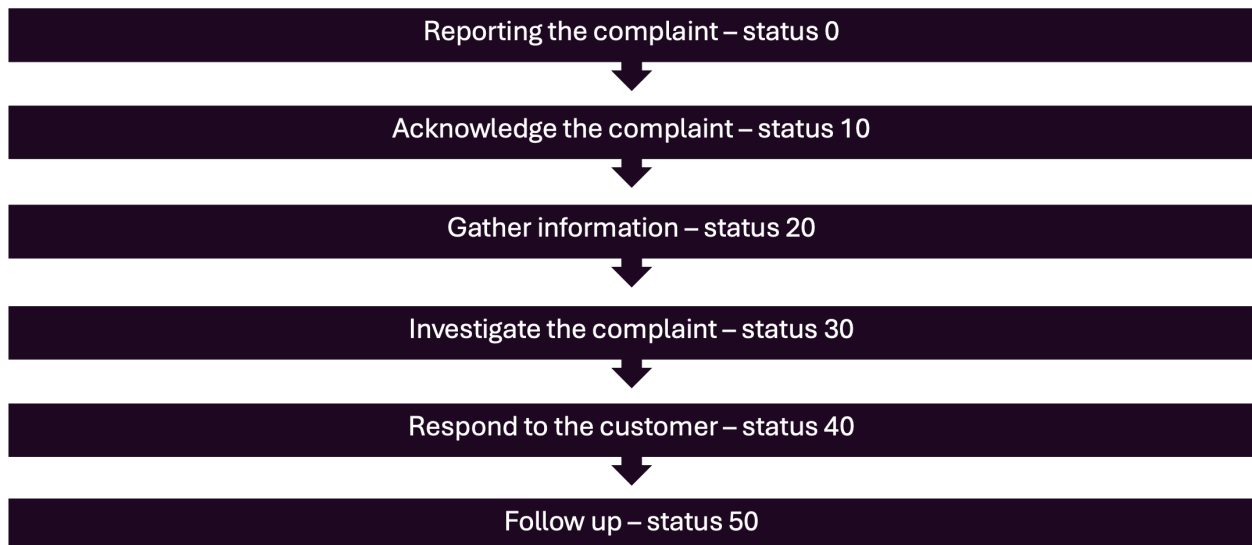
What is a Customer Complaint Process?

A customer complaint process is a structured system that our organization use to manage customer complaints or feedback about their products or services. It typically includes several steps, such as acknowledging the complaint, investigating the issue, and providing a resolution to the customer. The process may involve multiple departments within the organization, such as customer service, technical support, or quality control, depending on the complaint. The goal of a customer complaint process is to ensure that customer complaints are handled consistently, fairly, and effectively, with the aim of maintaining customer satisfaction and loyalty.

Conscia Customer Complaint Owners

Process owner:	Service Operation Director
Data owner:	Head of Communications, Denmark
System owner:	The complaint process will utilize the Office 365 platform. The platform is owned by Conscia group IT
	<ul style="list-style-type: none">• Mail: Microsoft Exchange• Documentation: Microsoft Teams

Conscia Customer Complaint Process



Reporting the complaint

Ownership:	The customer.
Description:	The customer will use complaint@conscia.com . The email address will be communicated to customer during on-board and included in the operational handover.
Deadline:	N/A.

Acknowledge the complaint

Ownership:	Service Operation Director
Description:	When a customer brings a complaint to Conscia Danmark's attention, it's essential to acknowledge their concerns and let them know that you're taking their issue seriously. This can be done via email by sending an Acknowledge mail to the customer.
Deadline:	No later than 2 working days after the arrival of the complaint.

Gather information

Ownership:	Management for the impacted department.
Description:	Collect as much information about the complaint as possible, including a detailed description of the issue. It's important to document this information in a complaint log to ensure that it is properly tracked and can be easily referenced later.

Deadline: No later than 2 working days after the acknowledgement.

Investigate the complaint

Ownership: Management for the impacted department.

Description: Once you have all the necessary information, investigate the complaint thoroughly to identify the cause of the problem and determine the best course of action. This may involve speaking with customer, reviewing service logs, and consulting with other departments as needed.

Deadline: No later than 5 working days after the acknowledgement.

Respond to the customer

Ownership: Management for the impacted department or Communication.

Description: Let the customer know the outcome of your investigation and what you plan to do to address their complaint. Provide a timeline for any necessary actions and offer to answer any further questions or concerns they may have. Communication should be clear, concise and in a language the customer understands.

Deadline: No later than 10 working days after the acknowledgement.

Follow up

Ownership: Management for the impacted department or Communication.

Description: After you've addressed the customer's complaint, follow up with them to ensure that they are satisfied with the resolution. This step is crucial to maintaining customer satisfaction and loyalty. Document the follow-up in the complaint log or system to ensure it is properly tracked.

Deadline: No later than 30 working days after the acknowledgement.

If a customer complaint cannot be resolved by the management from the impacted department, it may be necessary to escalate the issue to higher-level management. Head of communication will escalate the issue to higher-level management if required.

The complaint mailbox

The complaint mailbox is owned and orchestrated by the Service Operation Director.