

Title: Complaint Management Procedure



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Procedure No. 14
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Revision No. 00
Date of Revision:

1. Purpose

To define a structured approach for the registration, investigation, resolution, and closure of customer complaints and claims received from clients and/or third parties regarding BlueLine Marine Services' operations.

2. Scope

This procedure applies to all complaints and claims related to the services provided by BlueLine Marine Services, regardless of the origin (client, third party, regulatory body, etc.).

3. Responsibilities

- Management Representative (MR): Oversees the complaint handling process and maintains records.
- Concerned Department Head: Investigates the complaint and ensures implementation of corrective actions.
- CEO: Approves the closure of complaints involving major claims or reputational risk.
- All Employees: Cooperate in investigations and contribute to resolving complaints promptly.

4. Procedure

4.1 Complaint Receipt and Logging

Complaints may be received via email, phone, in-person, or in writing. All complaints must be recorded using Form No. 12: Customer Complaint Management Form. The MR logs the complaint in the Customer Complaint Register with a unique reference ID.

4.2 Acknowledgement

The client shall be acknowledged within 2 working days of receiving the complaint. A formal email confirmation with expected resolution timeline is sent.

4.3 Complaint Investigation

The MR forwards the complaint to the relevant department for root cause investigation. A documented Root Cause Analysis (RCA) must be completed using the form. Investigation must be concluded within 7 working days, unless otherwise justified.

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4.4 Correction and Corrective Action

Immediate correction (if applicable) is to be implemented. Long-term Corrective Action Plans (CAP) are documented to prevent recurrence. The person responsible and target date must be defined clearly.

4.5 Client Communication and Closure

Findings, actions taken, and results are formally communicated to the client. The complaint is closed upon receiving written/email confirmation of client satisfaction. If unsatisfied, further dialogue and escalation to the CEO is initiated.

4.6 Documentation and Retention

All complaint forms, investigation records, CAP, and communication logs shall be maintained for at least 5 years. Records are stored in both physical and electronic formats in a secure manner.

4.7 Review and Analysis

All complaints are reviewed during Management Review Meetings. Trend analysis is performed to identify recurring issues and opportunities for improvement.

5. Related Documents

FORM/BLMS/QMS/12	Complaint management form
FORM/BLMS/QMS/25	Complaint Register

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