

James Walker	Customer Concerns – Internal and External	Date: Oct 25, 2023	Rev: 14	Page: Page 1 of 2	Document No: FMP 03 Approved by: Quality Manager
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REASON FOR UPDATE: Roles and responsibilities amended on flow map to reflect current process.
Clause 5.1 added

ASSOCIATED DOCUMENTS: Group Document – [MyCase Policy Framework version](#)

1. PURPOSE

1.1 To provide a documented process for Customer concerns.

2. SCOPE

2.1 This document applies to all those involved in the Customer concern process.

3. RESPONSIBILITY

3.1 The Quality Manager is responsible for updating and communicating the details within this process.

4. PROCEDURE

4.1 The escalation process is through the Quality Manager to Site Director on a fortnightly review basis - through analysis of the MyCase system carried out by the Quality Department.

4.2 See flow chart on page 2 for further details.

5. CREDIT AND REPLACEMENT ORDERS

5.1 Credit and replacement orders for UK customers are arranged by the James Walker UK Ltd Concerns Team.

5.2 Credit and replacement orders for Export markets (with the exception of France and Belgium) are arranged by the Quality Department through the My Case and Oracle system.

