

Definitions

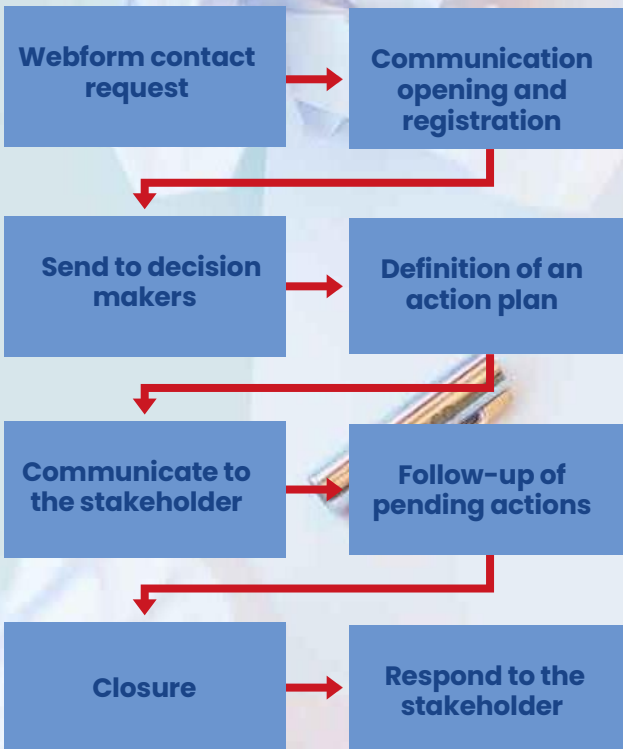
- A **complaint** is used to express dissatisfaction with a service or product provided.
- A **claim** is a request or demand for a right allegedly infringement because of an unlawful act.
- A **suggestion** is a contribution of an idea, an initiative or any other comment related to our actions.

Aim

The aim of this process is to accept the stakeholders' Complaints / Claims / Suggestions, and to manage them in compliance with the normative, regulatory, and contractual requirements. To this end, the necessary information will be gathered, and an analysis of the causes that led to it will be made. The best solution will be studied until it is resolved, defining an action plan if necessary, and keeping stakeholders always informed of the process.

Process for handling Complaints, Claims and Suggestions

The Analysis and Planning Sub-Directorate, through Customer Satisfaction mailbox, receives webform contact requests classified by the stakeholders as Complaints / Claims / Suggestions. The process is described below:



Stakeholders comment through the web mailbox.



Process for handling Complaints, Claims and Suggestions



Respond to communications received, register of communications and their status.