

Customer Complaints

i. Recording Complaints and handling to customer satisfaction & resolution:

On receipt a complaint is logged to Akhter's ERP system and the unique reference number allocated to it is provided to the customer for tracking and update purposes.

If the complaint cannot be immediately resolved by the person taking the call/email the complaint will be assigned to the Framework Account Manager who contact, reports to and seek feedback from the customer throughout the complaint management process. Akhters' QA Manager will raise a Quality Incident Number and ensures that the incident is updated with information as it progresses and drive the lessons learned process once the incident is resolved.

Complaints are only deemed resolved with the agreement of the customer or when it has been ascertained that the goods/services supplied were the best option for the customer from those available. No complaint can be closed until the customer is satisfied with its resolution.

ii. Akhter has the following target timescales for addressing complaints:

- Stage 1 Complaint receipt to acknowledgement - Within 2hrs
- Stage 2 Acknowledgement to proposed corrective action plan - Within 24 hrs
- Stage 3 Complaint Acknowledgement to Resolution - Within 5 Days

iii. Escalation paths for Contracting Body and Authority complaints

Akhter's has an escalation process for complaints with escalation to the next level being triggered either by elapsed time, or by identification of the need for a higher level of authority to approve resolution. For framework agreements the Akhter Framework Manager will assume responsibility for notifying the contracting Authority (the customer is already aware of the resolution progress) and the following escalation process is initiated:

Within the management structure of Akhter Computers, escalation (as shown below) involves only 4 levels to escalate from the initial complaint logging to the Ultimate Management responsibility with levels 3 and 4 involving Board Director or higher level authority. Note that escalation is normally invoked by the system as part of the process (detailed above) but can also be requested in the event that the complaining party feels their complaint requires higher levels of authority to resolve to their satisfaction. Where a complaint cannot, for any reason, be satisfactorily resolved by the company, the customer has the right to refer to the Contracting Authority to review the case. It is our objective to satisfactorily resolve all escalated complaints within a 5 day period.

Escalation Path

Level 1: Account Manager/Help Desk Initial Contact

Level 2: Intermediate Level Contact, Designated Complaint Manager

Level 3: Senior Management, Sales Director for Sales Project, Engineering Services Director for Technical Project - Senior Management

Level 4 - Akhter Final Management Responsibility, Akhter CEO

iv. Dealing with the Contracting Body & keeping the Authority informed

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It is our intent to involve the customer at every stage of the resolution process to increase the level of satisfaction at the conclusion of the process. Once a complaint is received Akhter will communicate with the authority no less than once a day until the complaint is resolved to the satisfaction of the authority. Included within these communications will be:

Within 2 days: Full details of the complaint including and details of steps taken to that point to resolve it.

Daily thereafter: Details of all actions taken since last communication.

On resolution: A summary the actions taken to satisfy the complaint and lessons learned to prevent any repetition.

Regular communication is the essence of good complaint resolution; Akhter's assigned complaint resolution manager ensures that correct & relevant actions are being taken and discussed at all stages with the Contracting Body and a summary passed to the Framework Account Manager for updating the Authority of progress. The integration of the complaints procedure within the Quality Management System ensures continuous improvement of all aspects of the procedure.