

# Customer complaints policy

## Overview

Atlas Translogistics is committed to providing excellence in service and the complaints management procedure represents an integral part of our company's quality and customer service. Complaints are inevitable, yet benefits can be gained from effective complaints management. We believe we are accountable for our actions and decisions, and our customers have the right to complain about us, our procedures or our policies and seek remedy for decisions that affect them.

The customer complaints policy is developed in accordance with *ISO10002–2006: Customer satisfaction—Guidelines for complaints handling in organizations* and aims to:

- Provide direction and support for Atlas Translogistics customers on how to file complaints and to
- Reassure all customers on the importance the company places on customer feedback

## Definition of complaint

A customer complaint may be defined as an expression of dissatisfaction with Atlas Translogistics services, policies, operational procedures or staff. A complaint may thus relate to a specific incident or to matters regarding policies or procedures.

## Our commitment

Atlas Translogistics fully supports the customers' rights to have their complaints heard and acted on appropriately and strongly believes that all customer feedback – both positive and negative – presents an opportunity for improvement.

We are therefore committed to resolving customer complaints with efficiency and in a timely manner. To this effect, all people are appropriately trained to deal with complaints and empowered to solve them quickly and fairly.

Furthermore we are committed to take necessary steps to prevent similar complaints from occurring.

## “Voice of the customer”

All written complaints and all unresolved telephone complaints must be recorded in the “Voice of the customer” database and managed in accordance with Atlas Translogistics' complaints management procedure.

## Roles and responsibilities of Atlas Translogistics employees

Good customer service is the responsibility of every Atlas Translogistics employee. Our supervisors and managers together with the quality department personnel are responsible for investigating and resolving complaints.

The Quality Manager is responsible for coordinating the internal complaint resolution process and is the key contact for customers filling complaints. The Quality Manager is also responsible for:

- reviewing complaints and allocating them to an appropriate manager (depending on the seriousness and complexity of the complaint) for investigation and resolution;
- reviewing and amending written responses for consistency, accuracy, and completeness;
- seeking advice from senior management, where necessary to resolve a complaint;
- providing timely, consistent, and fair responses for complainants in accordance with Atlas Translogistics' customer complaints policy;
- ensuring quality of data recorded in the "Voice of the customer" database;
- reporting quarterly to management on complaint outcomes and making recommendations to management, based on complaint data and trends.

### **Transparency and access**

We are committed to making it easy for our customers to give us feedback by providing:

- simple information on our web site about how, where, and what information is required to make a complaint, and how the complaint will be managed
- easy access to our complaints policy

### **Responsiveness**

Atlas Translogistics is committed to responding quickly and courteously to all concerns raised by our customers. We have therefore developed a centralized system for recording, monitoring, and responding to complaints to ensure they are acted appropriately and within agreed timeframes.

We will do our best to acknowledge the complaint in maximum 1 business day and reply to a written complaint within 2 business days.

### **Customer complaint procedure**

**Step 1.** Each complaint is recorded in our "Voice of the customer" database under the relevant criteria.

**Step 2.** The relevant supervisor or department manager is notified of your complaint.

**Step 3.** Acknowledgement of the complaint is communicated to you in 1 business day. A resolution to the complaint is communicated to you in 3 business days following receipt of complaint.

Atlas Translogistics is committed to ensuring complaints are dealt with fairly and objectively. All complaints are treated with maximum confidentiality.

Our people are empowered to resolve complaints at the outset, however if the complainant is not satisfied with our response their complaint will be escalated to the Quality Manager and further to the senior management. If necessary, complaints and/or complainants are referred further to external agencies.

While anonymous feedback is welcome, in most cases we require identifying details to properly investigate and resolve a complaint.

### **Monitoring effectiveness**

We routinely monitor the effectiveness of our complaints management system to ensure that we provide appropriate outcomes for our customers. The complaints management system is audited at least annually by independent auditors and the results are reported to the senior management.

**Resources and training**

Atlas Translogistics is customer focused, receptive to complaints, and welcomes customer feedback. We provide our people with the necessary resources and training to ensure the effectiveness of the complaints management system. Our complaints management system is communicated to our people soon upon recruitment and the policy and procedures are available on our intranet system.

Atlas Translogistics General Manager has appointed the Quality Manager to appropriately oversee the internal review process, review written responses for consistency, accuracy, and completeness, ensure quality of data recorded in the customer relations database, and report to senior management quarterly.

The “Voice of the customer” database is used as a case management system to record and track complaints to ensure timely and accurate responses, as well as a reporting tool to analyze complaint trends and outcomes.