

客户投诉机制
Grievance Mechanism for Client

中国安保技术集团有限公司
China Security technology group Co., Limited

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1. 目的: Purpose:

为处理公司客户的投诉,提升公司的品牌和客户忠诚度,特设立本投诉制度和流程。

This Complaint Rule and Procedure (CRP) is set out to handle the complaint of the clients in order to prompt the company image and enhance the customer loyalty.

2. 适用范围: Scope of Application:

此机制适用于本公司所有服务项目的客户投诉,以及所有因。

This CRP is applicable to all clients' complaints in respect of all services provided by the company.

3. 定义: Definition:

3.1 客户投诉:指客户认为由于我们工作上的失职损害其利益而进行投诉的行为。

Clients' Complaint means a statement made by client who regards his interest is damaged due to the dereliction of duty by company's employees.

3.2 客户建议:是指客户对我们工作提出的期望和要求。

Client's Suggestion means the client's expectation or requirement for the improvement of our service.

3.3 客户投诉内容:针对公司服务项目执行过程中,因服务质量、服务态度等方面引发的投诉。
Complaint Contents refers to the complaint against the quality or attitude etc. of the provision of the company's service.

3.4 投诉分类: Classification of Complaints:

根据投诉的复杂程度、严重程度和处理难度,将其分为以下三种类型:

The complaints are classified into three types based on their complexity, severity and difficulty as follows:

1) 重大投诉(一级):已经引发法律诉讼、已经被媒体(报刊、网络等)曝光的投诉及10人以上的集体投诉、投诉发生一个月后由于我方原因仍未能得到有效解决的投诉。

Major Complaint (Grade I): a complaint that has caused a legal action, or has been exposed by the media (for example the press and the Internet etc.), or has incurred a collective complaint by more than 10 people, or remains unresolved for more than 1 month due to company's reason.

2) 重要投诉(二级):可能引发法律诉讼或被媒体曝光的投诉、处理完毕后发生二次投诉、3人以上的集体投诉,投诉一周以后由于我方原因仍未解决的投诉。

Important Complaint (Grade II): a complaint that may lead to a legal action or exposure by media, or the same complaint reoccurs after resolution, or has incurred a collective complaint by more than 3 people, or remains unresolved for more than 1 week due to company's reason.

3) 一般投诉(三级):其他所有情况。

Common Complaint (Grade III): all the other not mentioned complaints.

4. 主要职责: Main Responsibilities:

4.1 事业发展部是处理客户投诉的归口管理部门。负责组织协调、监控投诉处理过程,向公司相关部门下达投诉处理任务。负责投诉处理后的回访验证、统计分析及相关投诉信息的编写工作。

Business Development Department (BD) is designated to be responsible for dealing with the client complaint, including organizing, coordinating and supervising the handle of clients' complaint, issuing the complaint-handling task to relevant departments, calling back the client for verification, preparing the statistical analysis and relevant documentation.

4.2 相关责任部门负责提出责任范围内的投诉处理方案，及时解决客户投诉问题。

The related responsible department is responsible to propose a resolution and settle the complained matter promptly within its authorization.

5. 工作程序: Working Procedure:

5.1 处理原则: Principles:

- 1) 对投诉及时做出反应，并在规定的时间进行有效处理；
React to the complaint timely and handle it efficiently and timely;
- 2) 处理过程中的信息要收集，结论要准确；
Collect the information during the process and draw a correct conclusion;
- 3) 不能及时处理完毕的应按时跟进进展情况，并适时通知客户；
Follow up the complaint case which cannot be handled promptly and provide the complainant with a feedback appropriately.
- 4) 处理问题应以能够公诸于众为标准，无暗箱操作；
Handle the complaint with a criterion that the entire process can be publicized, and avoid any under-the-counter act.
- 5) 处理结果应认真履行，跟踪回访；
Implement the resolution carefully and seriously and call for the feedback;
- 6) 对客户理解、尊重；
Sympathize with the clients and respect them;
- 7) 协调专业部门从专业角度处理问题；
Coordinate with other departments to handle the complaint in a professional way.

5.2 投诉受理: Complaint Handling:

5.2.1 投诉形式：客户可以通过电子邮件（houye@cstghk.com）、电话（8610 83638786-8003）、信箱投诉或到分公司办公地点投诉。

Methods of Complaint: The complainant shall send an e-mail to houye@cstghk.com, call hotline 8610 83638786-8003, or visit our overseas branch office to make an appeal.

5.2.2 受理流程：事业发展部负责受理客户投诉，并应做好投诉记录，填写《客户投诉处理单》（见附件）。

Handling Procedure: The BD takes the responsibility of handling the complaints, keeping the record and filling in the *Clients Complaint Handling Form* (see appendix).

1) 如果客户投诉是无效的，受理人应及时与客户沟通并做好相应的解释工作，并做好信息归档工作。

If the complaint is proved to be invalid, the Complaint Handler shall give a clear

explanation to the complainant and file the records properly.

2) 如果是重大投诉或重要投诉, 投诉内容应及时上报事业发展部总监, 由其组建危机处理小组。小组成员包括: 责任所属的相关海外分公司总经理、相关部门总监、事业发展部总监和分管副总裁组成。

Should a complaint be classified as Grade I or II, Director of BD must be notified immediately who shall then call on a working group consisting Managing Director (MD) of related overseas branch, directors of relevant Departments, director of BD and the VP-in-charge.

3) 如果是一般投诉, 则由事业发展部调查判定投诉所属责任部门。责任部门与事业发展部协商共同制定投诉处理解决方案。

As for Grade III Complaint, the BD dominates the analytical judgment of related responsible department, with which BD will consult to work out a resolution.

5.2.3 事业发展部将投诉处理解决方案报分管副总裁审批, 并就通过审批的投诉处理解决方案与投诉人进行沟通。若客户接受, 则由双方在《客户投诉处理单》和处理方案上签字确认, 责任部门按既定方案组织实施解决。若客户不接受, 则需由事业发展部组织相关责任部门重新制定解决方案。

The BD reports the solution to the VP-in-charge for approval and then communicate and discuss with the complainant about it. Should the client accept, both sides will sign on the *Clients Complaint Handling Form* and the related departments shall implement the countersigned resolution; or otherwise, BD shall re-develop a resolution by organizing and coordinating with relevant departments.

5.2.4 事业发展部对投诉处理方案的实施过程进行跟进监督, 并在实施完毕后进行确认和回访。The BD must supervise the entire process of resolution implementation, callback client for confirmation thereafter.

5.2.5 惩处机制: Disciplinary Measures:

若经过调查, 公司发现投诉问题产生的原因来自于员工的失职, 那么公司将以扣除工资的形式, 对失职人员采取相应的惩罚措施, 并保留解雇失职人员的权利。一级投诉的处罚金为 300 美元; 二级投诉的处罚金为 200 美元; 三级投诉的处罚金为 50 美元。

If it is found that there is an unlawful behavior by personnel after investigation, the company shall make appropriated punishment on the delinquent in the form of penalty deducted from the salary and the company reserves the right to dismiss the delinquent. For the Major Complaint (Grade I), the penalty is USD300; for the Important Complaint (Grade II), the penalty is USD200; for the Common Complaint (Grade III), the penalty is USD50.

5.2.6 投诉纪律及保密要求: Discipline and Secrecy Regulation:

在整个投诉处理过程中, 相关人员应严格秘密。如有泄密者, 将依据公司的《保密条例》的相关条款处理。如有对投诉人打击报复者, 公司将给予严肃处理。如触犯法律, 相关人员要承担法律责任。

All the related parties should undertake confidentiality obligations and liabilities

during the entire process. Any leaker and the retaliation act against the complainant will be punished according to the Confidential Agreement of the company. Anyone who breaches the law shall bear the legal liability.

5.3 投诉总结及改进: **Summarizations and Improvement:**

在每次投诉处理完毕后, 事业发展部应整理相关记录和归档, 按月做好总结分析工作, 报送分管副总裁审核。针对根据投诉中发现的问题, 各相关部门应积极做出改进, 预防类似事件再次发生。事业发展部对改进工作进行监督。

The BD shall collect and file the relevant records for each closed appeal case and make monthly analytical summary and report to the VP-in-charge. The relevant departments shall improve their performance on the problems related to the complaint in avoid of reoccurrence, which shall be under the supervision of the BD.

5.4 配合官方调查: **Cooperation with official investigation**

作为一个国际化公司, 我公司将遵守国际行业条例和规定, 以及当地国家的法律。公司将积极配合当地相关机构的调查, 并在公司后续运营中保持良好沟通和协作, 以求尽快解决相关问题。

As an international group company, we are committed to following international industry practices and regulations, law of the local country. The company has been actively cooperating with the investigation of all relevant institutions in the local country, and will continue to cooperate with the relevant parties and keep communication at the same time, in order to seek solutions for the problems as soon as possible.

6.0 监督和仲裁: **Supervision and Arbitration:**

事业发展部对投诉处理方案的实施过程进行跟进监督, 并在实施完毕后进行确认和回访。

The BD must supervise the entire process of resolution implementation, callback client for confirmation thereafter.

与此同时, 在处理投诉的过程中, 我公司也非常欢迎接受并将配合当地政府和机构的监督。

Meanwhile, our company is always friendly to receiving the supervision from the local governmental administration and other qualified organizations about the complaint handling process.

若投诉人对处理方案不满意, 可以再次向公司申诉。有关的争议应通过友好协商解决, 若通过协商无法达成一致, 投诉人有权向 ICoCA 或其他安保协会进行申诉。

In case the complaint is not satisfied with the resolution provided by the company, they can appeal to the company again. All disputes in connection with the complaint shall be settled friendly through negotiations. In case no settlement can be reached, the complaint retains the right to appeal to ICoCA or other security industry association.

双方有权向当地仲裁机构和法院进行申诉。

The both sides have the right to appeal to the local arbitration institute or the local law court.

7.0 附件: 《客户投诉处理单》

Appendix: Clients Complaint Handling Form

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投诉人信息 Information of the Complainant			
姓名 Name		电话/邮箱 Tel./E-mail	
地址 Address		投诉日期 Date of Complaint	
投诉形式 Complaint Form	<input type="checkbox"/> 邮件 E-mail <input type="checkbox"/> 来电 Hotline <input type="checkbox"/> 信函 Mail <input type="checkbox"/> 亲临 On Site		
投诉事实及经过: Facts and Details Provided by Complainant: <div style="height: 100px; border: 1px solid black; margin-top: 5px;"></div>			
投诉人: Signature of Complainant:		投诉日期: Date:	
处理经过及解决方案 Handling Process and Resolution			
投诉分类: Classification of the Complaint: <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <input type="checkbox"/> 重大投诉（一级）Major (Grade I) <input type="checkbox"/> 重要投诉（二级）Important (Grade II) </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <input type="checkbox"/> 一般投诉（三级）Common (Grade III) <input type="checkbox"/> 无效 Invalid </div>			
事业发展部记录: Records by BD: <div style="height: 100px; border: 1px solid black; margin-top: 5px;"></div>			
受理人: Signature of executive:		受理日期: Date:	
相关责任部门记录: Records by Relevant Departments: <div style="height: 100px; border: 1px solid black; margin-top: 5px;"></div>			
受理人: Signature of executive:		受理日期: Date:	
分管副总裁最终结论: Conclusion by VP-in-charge: <div style="height: 100px; border: 1px solid black; margin-top: 5px;"></div>			
受理人: Signature of VP:		受理日期: Date:	
投诉人确认: Confirmation by Complainant:		确认日期: Date:	

备 注：可提供附件作为补充。

Note: Attachment can be provided as a supplement.