



COMPLAINTS MANAGEMENT



OBJECTIVE

Describe our Complaint Control System.

PROCEDURE

- Complaints, feedback, and suggestions are vital for continuous improvement and for fostering positive relationships among all parties involved in the process.
- All communications related to complaints should be properly monitored, whether they come from employees, customers, suppliers, service providers, or individuals outside the supply chain. This helps ensure transparency, ethical conduct, and alignment with our values.
- KAVAZ BRAZIL shall communicate with the client, after analysis of the problem, and offer a satisfactory solution.
- Implement improvements to prevent recurrence.

Complaints may be made in two ways:

1. Directly by email: info@kavazbrazil.com
2. By filling out this Complaint Form and sending it signed by post to:
Priemysel'ny park 7065/2, 071 01 Michalovce – Slovakia.





CUSTOMER COMPLAINT FORM

Full Name: _____

Email: _____ **Phone:** _____

COMPLAINT INFORMATION

Complaint Date: ____ / ____ / ____

Subject: _____

Description:

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Date Received: _____

Person Responsible for Receiving: _____

Corrective Action (Description):
