

AS 10002:2022



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Australia



Guidelines for complaint management in organizations (ISO 10002:2018, NEQ)

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- Australian Communications Consumer Action Network
- Australian Competition and Consumer Commission
- Australian Financial Complaints Authority
- Consumers Federation of Australia
- Office of the NSW Ombudsman
- Society of Consumer Affairs Professionals
- University of Newcastle

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Guidelines for complaint management in organizations (ISO 10002:2018, NEO)

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Preface

This Standard was prepared by the Australian members of the Joint Standards Australia/Standards New Zealand Committee QR-015, Complaints Handling, to supersede, AS/NZS 10002:2014.

This document is based on but not equivalent to ISO 10002:2018, *Quality management — Customer satisfaction — Guidelines for complaints handling in organizations*.

The objective of this document is to provide guidance on complaint management within all types of organizations, including the planning, design, implementation, operation, maintenance and improvement of a complaint management system.

This document enables consistency in the effective treatment of complaints, particularly in a global marketplace.

Properly handled complaints result in improved organizational reputation, regardless of the organization's size, location or sector.

Implementation of the guidance set out in this document can —

- (a) provide a complainant with access to an open and responsive complaint process;
- (b) enhance an organization's ability to manage complaints in a consistent, systematic and responsive manner;
- (c) enhance an organization's ability to identify trends, eliminate causes of complaints and improve the organization's operational effectiveness;
- (d) encourage and support staff to improve their skills in complaint management;
- (e) provide a basis for the ongoing review and analysis of the complaint management system, the management of complaints, and any process improvements made; and
- (f) reduce the likelihood of complaints developing into ongoing disputes.

Organizations may wish to use the complaint management system in conjunction with customer satisfaction codes of conduct and external dispute resolution processes.

The major changes in this edition include:

- (i) Modifications and additions to the definitions.
- (ii) Revision of [Appendix E](#).
- (iii) Revision of [Appendix F](#).
- (iv) Revision of [Appendix H](#).

The term "informative" is used in Standards to define the application of the appendix to which it applies. An "informative" appendix is only for information and guidance.

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Introduction

This document is compatible with AS/NZS ISO 9001 and AS/NZS ISO 9004:2011 and supports the objectives of these Standards through the effective and efficient application of a complaint management system. It may also be used independently of them. This document is not intended for certification or for contractual purposes.

AS/NZS ISO 9001, *Quality management systems—Requirements*, specifies requirements for a quality management system that can be used for internal application by organizations for certification or for contractual purposes. The system for complaint management described in this document can be used as an element of a quality management system.

AS/NZS ISO 9004:2011, *Managing for the sustained success of an organization—A quality management approach*, provides guidance on continual improvement of performance. This can further enhance the organization's performance in complaint management and increase the satisfaction of customers and other interested parties. It can also facilitate continual quality improvement based on feedback from complainants and other interested parties.

NOTES

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Australian Standard®

Guidelines for complaint management in organizations (ISO 10002:2018, NEQ)

1 Scope

This document provides guidance on complaint management within all types of organizations, including the planning, design, implementation, operation, maintenance and improvement of a complaint management system.

This document emphasizes that active commitment at the organization's highest level is essential for effective complaint management (see [Clause 6.2](#)).

This document seeks to facilitate —

- (a) enhanced public confidence in the organization by creating an environment that encourages feedback and complaints, and sees complaints managed in a timely and fair manner;
- (b) recognition of the needs and expectations of complainants;
- (c) an open, accessible and effective complaints process;
- (d) a system that can be used by the organization to analyse, evaluate and audit complaints and their outcomes in order to deliver quality improvement;
- (e) a mechanism for reviewing the effectiveness and efficiency of an organization's complaint management practices and outcomes; and
- (f) accessibility of channels that can be used to make complaints, including social media channels such as facebook and twitter.

NOTE 1 There is no expectation that organizations seek to identify complaints made on third party social media accounts or channels.

NOTE 2 Guidance on complaint management for small businesses is given in [Appendix A](#).

NOTE 3 Statutory obligations may apply for the organization, as well as best practice guidance set out by the relevant external review accountability and regulatory bodies.

This document is not intended to change any rights or obligations of the organization as set out by such statutory or regulatory requirements.

2 Application

The complaint management system described in this document is suitable for use as one of the processes of a quality management system.

This document is intended to provide guidance to organizations of all sizes and in all sectors.

Although the principles in this document will have general application, in designing a complaint management system, each organization will need to take into account the following:

- (a) The value the organization seeks to derive from complaints in order to improve its operations.
- (b) Financial, operational and organizational requirements.
- (c) The number, demographics and characteristics of the organization's customers.
- (d) The nature and breadth of the organization's interactions with the public.
- (e) The number and type of complaints the organization receives.