Anhui Hengsen New Energy Technology Co., Ltd

**Complaint Handling Form**

NO：HS-QM-TS-001

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| **Customer Name** |  | | |
| **Complaint time** |  | **Number of complaints** |  |
| **Customer's country and region** |  | **Customer contact information** |  |
| **Reason for complaint** | * Length * Direct * Mechanical durability * Moisture content * Pollution * Soak in water * other | | |
| **Complaint source** | * Market Management Department  mail phone   written website | | |
| **Complaint language** | * English Chinese other | | |
| **Complaint Acceptor** |  | **Acceptance time** |  |
| **Handling opinions** | 1. Provide the first response to the complainant within one week   2.Provide the first response to the complainant within one week; If you are not satisfied, please provide feedback to SZU and ask for assistance;  3.Other opinions | | |
| **Processed by** |  | **processing time** |  |
| **Proposed handling opinions** | * Refund * Compensation * Complaint is unreasonable * Both parties negotiate: * other | | |
| **Final processing result** |  | | |
| **corrective action** |  | | |
| **Opinions of management representatives** |  | | |
| **Complaint feedback** | * Written notification Email notification * Telephone notification Other | | |
| **Complainant satisfaction** | * Satisfied general satisfaction  Dissatisfied    Very dissatisfied with others | | |
| **notes** |  | | |