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** |  |