Complaint Management

münch® chemie international

external

external			

external
- complaint
- confirmation of receipt
- rejection

internal
- clarification of facts and expectations → development of corrective actions → implementation of corrective actions

complaints office

no

yes

- receipt of the complaint / Beschwerdestelle@muench-chemie.com
- review of the complaint
- scope of the procedure
- anonymous complaint
- effectiveness review
- annual effectiveness review