

AS 10002:2022



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

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The following are represented on Committee QR-015:

- Australian and New Zealand Ombudsman Association
- 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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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) p **This is a preview. Click here to purchase the full publication.**
- (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.

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