Hukseflux
Thermal Sensors

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Subject: **Complaints handling procedure**
To: info@hukseflux.com

Complaints procedure

Pages: 1

Hukseflux supplies the highest quality products and services, and values its relationship with customers, representatives, suppliers and other stakeholders. Hukseflux' quality management system is ISO 9001 certified.

We are committed to customer satisfaction and continuous improvement.
Anyone who is not satisfied with a product or service provided by Hukseflux, or with the conduct of our organisation, may file a complaint.

This document describes the complaints procedure.

COMPLAINTS HANDLING PROCEDURE	
Filing	Complainant (person submitting a the complaint) sends a complaint via e-mail to Hukseflux, with a description of the complaint, and, if applicable, details of products (model, serial number) or services. The e-mail is sent to quality@hukseflux.com.
Intake and registration	Hukseflux receives and registers the complaint and assigns a complaint number.
Notification	Hukseflux informs complainant that the complaint was received and registered.
Service	If the complaint requires products to be returned we follow the service procedure. (for instance for diagnosis, warranty and / or repair) (see https://www.hukseflux.com/repair-recalibration for the procedure and the form to return the materials)
Investigation	Hukseflux handles the complaint according to ISO 9001:2015 section 10.2 *Nonconformity and corrective action.*
Progress update & proposed solution	Hukseflux informs complainant via e-mail about the progress of the investigation, findings, cause & impact and the proposed solution (if any).
Reaction	Complainant can react to findings and proposed solution.
Correction / corrective measure(s)	Hukseflux manages the solution, which can include correction to an issue or implementing measures to prevent recurrence.
Reporting	Hukseflux informs the complainant about the solution and we inquire if they are satisfied with the handling of the complaint before finalisation.
Closing	Hukseflux closes the complaint.