Customer Complaints Procedure

At **D.A. Pak Limited**, we are committed to providing high-quality products and services. If you are dissatisfied with any aspect of our products or services, this procedure explains how you can raise a complaint and what to expect from us.

1. How to Submit a Complaint

Customers can submit complaints through any of the following channels:

- **Email:** [complaints@dapak.com]
- **Telephone:** [Customer Service Number]
- **Website:** [Contact form link]
- **Via your Sales Manager**

Please provide:

- Your full name and contact information
- Order number or reference (if applicable)
- A description of the issue
- Any supporting documentation (e.g., photos, receipts)

2. Acknowledgement

- All complaints are acknowledged **within 3 working days** of receipt.
- You will receive a reference number for tracking your complaint.

3. Investigation

- Complaints are reviewed by the **SHSQ Manager**.
- Evidence is gathered and a structured investigation is carried out to identify the root cause.
- Relevant departments may be consulted to help resolve the issue.

4. Response

- A full written response will be provided **within 30 calendar days** of receipt.
- If the complaint requires more time, we will keep you updated with progress and provide an expected resolution date.

5. Resolution

- Corrective and/or preventive actions will be implemented as necessary.
- Our aim is to resolve the complaint to your satisfaction as quickly as possible.

6. Escalation

- If you are not satisfied with the outcome, your complaint can be escalated to **Senior Management** for further review.
- Complaints with serious safety, regulatory, or reputational impact are escalated immediately.

7. Continuous Improvement

- All complaints are recorded and reviewed internally to identify trends and opportunities to improve our products and services.
- Customer feedback plays a vital role in our ongoing quality and compliance efforts.