

# Treatment of complaints



## Report of complaint

RESPONSIBLE: :  
**Any interested party**

The channels through which any customer can contact ICONTEC to submit complaints and suggestions are:

- » Physical document registered
- » Social Network sites.
- » Contact us:
  - Website [www.icontec.org](http://www.icontec.org)
  - E-mail: [cliente@icontec.org](mailto:cliente@icontec.org)
  - Toll-free Customer service: 018000 949 000 in Bogotá: (571) 6078888
  - Customer Service Office: (571) 6078888 ext. 1220
- » By any direct meeting in person or by phone with any internal or external employee of ICONTEC.

## Receipt of complaint

RESPONSIBLE:  
**Any employee**

The information received shall be made known to the Customer Service Office.

## Analyze the complaint

RESPONSIBLE:  
**Any employee**

An analysis shall be made taking into account the following criteria:

- » The complaint shall be related to ICONTEC registered name.
- » The non-compliant product or service was offered by ICONTEC.

## Investigate the complaint

RESPONSIBLE:  
**Customer Service Operators**

A customer service operator shall investigate all the relevant circumstances and information involved in the complaint.

## Provide response to the customer

RESPONSIBLE:  
**Directors**

The director of each Regional branch, the UT Director or the process leader shall communicate to the customer the decision about his/her request (10 working days).

## Closing of the complaint

RESPONSIBLE:  
**Customer Service Assistant**

If after 5 days the customer does not express any complementary concern, the case will be closed.

