

SAMPLE

Complaint and Dispute Resolution Proposal

Date

1. Dispute and Complaint Resolution

The following steps and procedures are outlined in accordance with [BLANK] and in the event a complaint is received by [BLANK].

- (A) Upon receipt of a complaint from AMS, the president of the company, [BLANK], will initiate the following corrective and/or preventative measures to assure compliance with the complaint warranty resolution program including, but not limited to: [BLANK]
- (B) Immediately notify the subcontractor, [BLANK], with the specifics of the complaint and commence identifying what factors/variables may be responsible for the complaint. Upon assessing the problem, contact the contracting officer of AMS within the time frame of 24 hours upon receiving the complaint with specific solution(s) that will be taken to correct the issue(s).
- (C) The personnel involved throughout the complaint process include:
 - a. [BLANK]
 - b. [BLANK]
- (D) If product is found to be non-compliant with stipulated parameters, [BLANK] will be responsible for ensuring non-conforming product will be transported from its location back to the subcontractor's [BLANK] location in [BLANK] as soon as feasibly possible.
- (E) Report(s) utilized which will be issued to the customer and AMS after the complaint is resolved are attached as attachment (A).

Non-manufacturer Representative Signature

Date

Non-manufacturer Representative Signature Block (must be typed and have contact information)

Title/Position of Non-manufacturer Representative

Email and Phone

Company Name and Address

Supplier Representative Signature

Date

Non-manufacturer Representative Signature Block (must be typed and have contact information)

Title/Position of Supplier Representative

Email and Phone

Company Name and Address

Attachment A

Conflict Resolution Report

Purpose:

The purpose of the Conflict Resolution Report is to address any problem and/or issue which directly or indirectly causes the rejection of any product sold to any customer. The report will:

- Identify *what* caused the problem
- Identify *how* it will be resolved
- Identify *who* is involved in solving the problem
- Identify *when* it will be resolved

A. Identify with as much detail as possible *what* the problem/issue is and what were the potential causes?

B. Describe *how* the problem/issue will be addressed and what steps will be taken to minimize or eliminate the problem from occurring again in the future.

C. Identify *who* will be involved in solving the problem and what specific actions they will initiate to address the problem.

D. Specify *when* the corrective action(s) were completed [DATE].

Signature of Official

Date

Official Representative Signature Block (must be typed and have contact information)

Title/Position of Official

Company Name

Email and Phone