


D&T Rendering&Building Ltd Integrated Management System		
Document Title:	Customer Feedback Procedure	
Ref. No.:	GDPP005	
Document Users / Security Class:	All Users	
Next Review Date	One Year	

PAS 2030:2023 supersedes **PAS 2030:2019+A1:2022** which remains current and will be withdrawn on 30th March 2025.

PAS 2035:2023 supersedes **PAS 2035:2019+A1:2022** which remains current and will be withdrawn on 30th March 2025.

Any new projects starting after 1/4/2024 should aim to be compliant with PAS2035/2030:2023.

Objective:

To comply with section 8.3 Interaction with Clients of the latest version of PAS2030:2023 and to help ensure that we continue to meet our customers' expectations and that we act on feedback from both our customers.

Scope:

The complete installation process from the viewpoint of our customers.

Customer Feedback Procedure:

The Retrofit Installer shall establish and operate a process to facilitate internal feedback on the installation process, whether positive or negative. Any feedback received shall be documented and acknowledged prior to being investigated and corrected if judged beneficial. Any decision not to take corrective action in relation to negative feedback shall be documented, including the reasons for reaching that decision.

Prior to final commissioning, the customer will be issued with **GDPF04 - Customer Feedback Form**.

This Feedback Form should be requested from the customer at final handover and returned to the Quality Representative.

Any feedback, either positive or negative, will be reviewed, assessed and, where appropriate, changes made to our processes to improve our quality and the satisfaction of our customers.

This review and assessment will be documented on **GDPF05 - Analysis of Customer Feedback Form**.

This form should be marked as follows:


Is the feedback generally positive or negative?

Is the feedback in the form of a customer complaint?

Does the feedback, positive or negative, relate to an individual?

Is there anything we can put into place which would improve our processes?

Version 1.4 Revision 5	Ref.: PRO-NIH-ECO-GDPP005	Rev. Issue Date: 1 st April 2024	Controller: SHEQ
Uncontrolled if Copied			Page 1 of 3

D&T Rendering&Building Ltd Integrated Management System		
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Ref. No.:	GDPP005	
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Is any further action required?

All Customer Feedback Forms with an attached **GDPP05 - Analysis of Customer Feedback** Form should be kept within the Customer Feedback Folder.

A copy of this Feedback Form will be kept in the relevant Project File.

If required any non-conformances identified will also be added to the **GDPR02 – Non-Conformity and Corrective Action Log** and **GDPR02a - Register of outstanding issues raised through audit** where non-conformances have been identified during an audit process.

Annual Review

This document will be reviewed at least on an annual basis.

Last Reviewed: 1st April 2025

Next Review Date: 1st April 2026

Name: Aurel-Marian Dulgheru


Signature: *Aurel-Marian Dulgheru*

Position: Director

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Version 1.4 Revision 5	Ref.: PRO-NIH-ECO-GDPP005	Rev. Issue Date: 1 st April 2024	Controller: SHEQ
Uncontrolled if Copied			Page 2 of 3

D&T Rendering&Building Ltd Integrated Management System		
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Version Number	Amendment	Date
1.0	New document	1 st January 2022
1.1	Reviewed and made reference to PAS2035:2019+A1:2022 and PAS2030:2019+A1:2022 are the NEW VERSIONS and together these supersede PAS2035:2019+C2:2021 and PAS2030:2019+C2:2021.	5 th February 2022
1.2	Reviewed and added – “If required any non-conformances identified will also be added to the GDPR02 – Non- Conformity and Corrective Action Log and GDPR02a - Register of outstanding issues raised through audit where non-conformances have been identified during an audit process”.	1 st January 2023
1.3	Reviewed and added – “It is important that the operatives feedback also takes into account health and safety and environmental factors to identify any risks”.	1 st January 2024
1.4	Reviewed and (1) made reference to PAS 2030:2023 supersedes PAS 2030:2019+A1:2022 which remains current and will be withdrawn on 30 th March 2025 and PAS 2035:2023 supersedes PAS 2035:2019+A1:2022 which remains current and will be withdrawn on 30 th March 2025. (2) Removed Operative Feedback Procedure section as this is already dealt with in the separate GDPP010 – Installation Process Change and Internal Feedback Procedure .	1 st April 2024