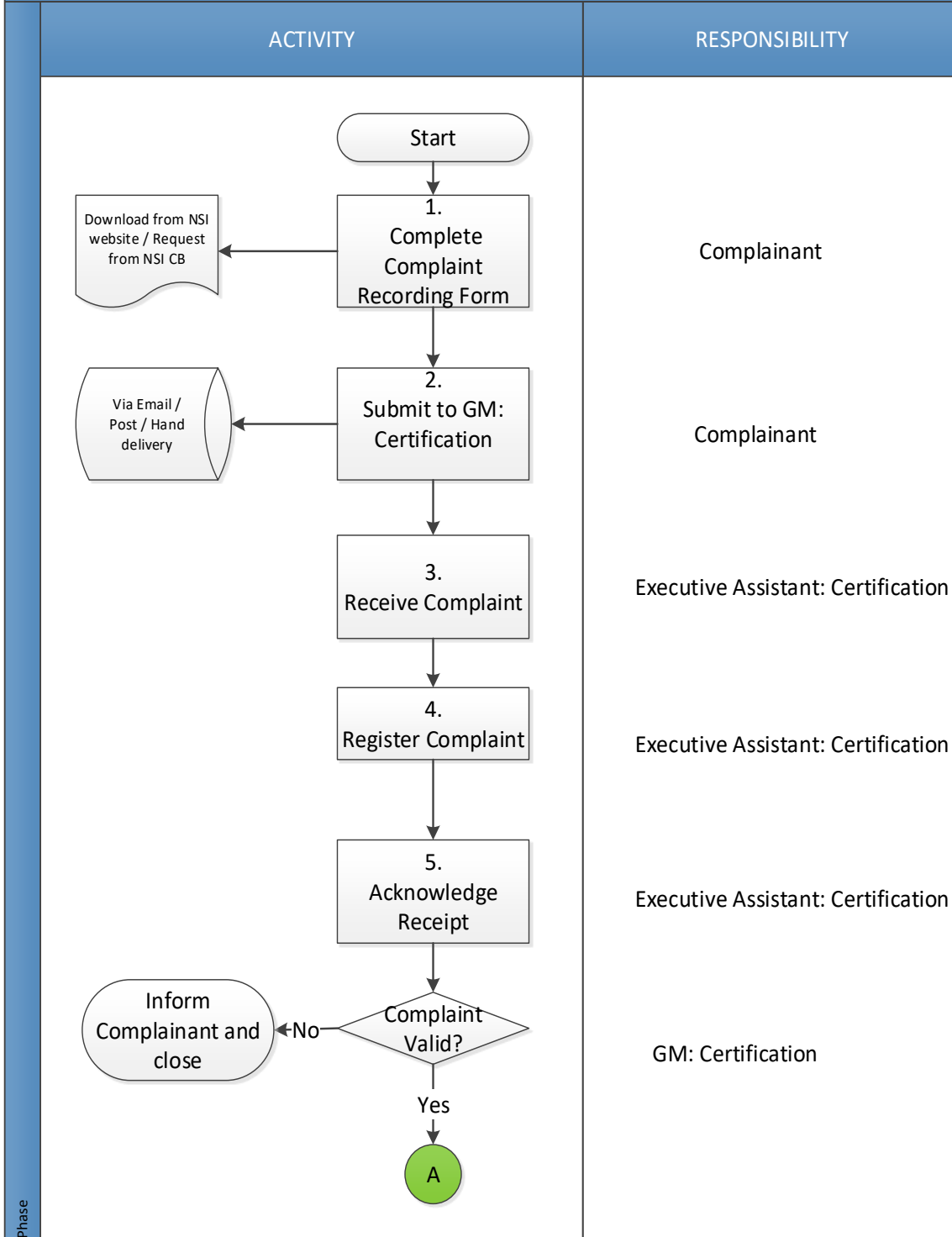
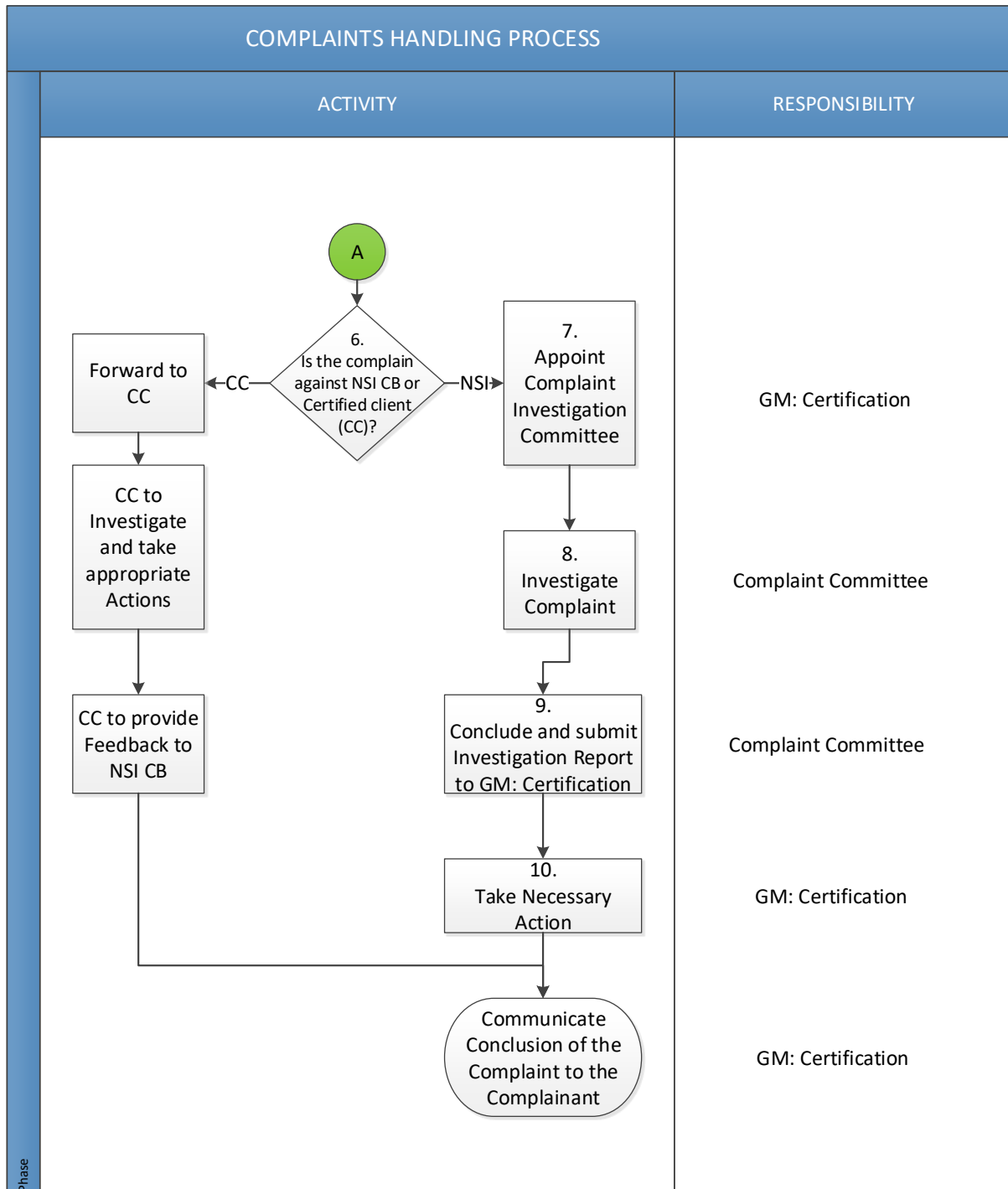



COMPLAINTS HANDLING PROCESS



Phase



Phase

 <small>NAMIBIAN STANDARDS INSTITUTION</small>	MANAGEMENT SYSTEM CERTIFICATION DOCUMENT	Document No: MSC-P21-AA Page 3 of 3
	COMPLAINTS HANDLING PROCESS	Version: 03 Effective: Sept 2024
	Compiled by: CERTIFICATION	Approved by: GM-Certification