

## Politika postupanja sa prigovorima

### 1. Svrha i cilj Politike postupanja sa žalbama

M Plus Serbia d.o.o. posvećena je da svojim klijentima pruži servise i proizvode visokog kvaliteta, razumijevanju i odgovaranju na potrebe i brige naših kupaca i klijenata.

**Svrha** ove politike je pružiti smernice o tome kako M Plus Serbia d.o.o. prima i obrađuje prigovore upućene u vezi sa poslovnim aktivnostima i odnosima sa kupcima i klijentima.

**Cilj** ove politike je da je proces rešavanja prigovora efikasan, delotvoran i na profesionalan način.

U kreiranju ove politike M Plus Serbia d.o.o. nastoji da osigura da su naše procedure u skladu sa relevantnim zakonskim zahtevima i najboljom praksom. Konkretno, ova politika je kreirana da zadovolji zahteve standarda ISO 10002:2018 Menadžment kvalitetom – Zadovoljstvo korisnika – Smernice za postupanje sa prigovorima u organizaciji.

ISO 10002:2018 definiše **prigovor** kao :

*“izražavanje nezadovoljstva upućeno organizaciji, koje se odnose na njen proizvod ili uslugu, ili na sam proces postupanja sa prigovorom, pri čemu se eksplicitno ili implicitno očekuje odgovor ili rešenje”.*

M Plus Serbia d.o.o. usvaja ovu definiciju prigovora za potrebe ove politike. Svaki pojedinac ili klijent, koji je iz bilo kog razloga nezadovoljan pruženim proizvodom ili uslugom M Plus Serbia d.o.o., može nas kontaktirati kako bi podneo prigovor u pisanoj formi

## Complaint Policy

### 1. Purpose and Aim of Policy to treat Complaints

M Plus Serbia d.o.o. is dedicated to provide their customers with services and high-quality products, understanding and responding to our customers and clients' needs and care.

The Purpose of this Policy is to provide guidelines on how M Plus Serbia D.O.O. receives and processes complaints referred to in connection with business activities and relationships with customers and clients.

**The Aim** of this Policy is that the process of resolving complaints should be effective, beneficial and professional.

In creating this Policy M Plus Serbia d.o.o. strives to ensure that our Procedures are in line with the relevant legal requirements and best practice. In particular, this Policy was created to meet the requirements of ISO 10002: 2018 Quality management — Customer satisfaction — Guidelines for complaints handling in organizations.

ISO 10002: 2018 defines a **Complaint** as:

*“A complaint is an expression of dissatisfaction made to an organization, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.”*

M Plus Serbia d.o.o. adopts this definition of complaint for the purposes of this Policy. Each individual or client, which for whatever reason is dissatisfied with the product or service of M Plus Serbia D.O.O., may contact us to submit a complaint in writing.

## 2. Osnovni principi za efikasno postupanje sa prigovorima

M Plus Serbia d.o.o. se pridržava vodećih principa navedenih u odeljku 4 ISO 10002:2018 standarda za efikasno rešavanje prigovora. Vodeći principi su sledeći:

- **Obaveštenje** kupaca i potvrde prijema prigovora
- **Dostupnost i informisanost** u vezi statusa prigovora klijenta u svakom određenom momentu vremena
- **Poslovnost i efikasnost** kroz maksimalno uvažavanje potreba klijenata u procesu rešavanja prigovora
- **Objektivnost** predstavlja zahtev da se u procesu rešavanja prigovora koriste informacije kosu tačne, dokazive i pouzdane
- **Bez naknade** pristup procesu postupanja sa prigovorima treba da bude **besplatan** za podnosiocce prigovora
- **Poverljivost** se ogleda u zaštiti podataka o ličnosti u skladu sa zakonskom regulativom
- **Usmerenost/usresređenost** na korisnika
- **Odgovornost** se ogleda u postavljanju sistema odgovornosti zaposlenih u procesu postupanja sa prigovorima
- **Stalno poboljšanje** procesa u postupanju sa prigovorima putem kontinuiranog unapređenja kompetentnosti zaposlenih i unapređenju internih procedura i dokumentacije

## 2. Basic Principles of Effective Complaint Handling

M Plus Serbia d.o.o. adheres to the leading principles listed in Section 4 of ISO 10002: 2018 Standards for effective complaint handling. The leading principles are as follows:

- **Customer Notice** and Acknowledging Receipt of a Customer Complaint;
- **Availability and information** regarding the status of the client's complaint at any particular moment;
- **Business and efficiency** through the maximum appreciation of clients' needs in the process of resolving complaints;
- **Objectivity** is a request that information used in the process of resolving complaints is accurate, proving and reliable;
- **No compensation** - access to the process of dealing with complaints should be **free of charge** for complainants;
- **Confidentiality** is reflected in the protection of personal data in accordance with legal regulations;
- **Direction / focus on the user;**
- **Responsibility** is reflected in the setting up of the employees' responsibility system in the process of Complaint Handling
- **Constant improvement** of the process in treating complaints through continuous improvement of employees' competencies and improving internal procedures and documentation.

### 3. Rešavanje prigovora

#### 3.1. Kako podneti prigovor

Ukoliko želite da podnesete prigovor na pružene usluge, potrebno je da popunite **Obrazac za prigovor** i pošaljete na sledeću mejl adresu: **prigovor@mplusgroup.rs**

Ukoliko vam je potrebna pomoć prilikom podnošenja prigovora, kontaktirajte našeg Predstavnika rukovodstva za postupanje sa prigovorima na gore navedenu mejl adresu.

#### 3.2. Potvrda prijema prigovora

Potvrdićemo prijem prigovora odmah po dospeću mejla. Nastojaćemo da rešimo prigovor u zakonom definisanom roku. Ukoliko je za rešavanje prigovora neophodno vreme koje je duže od zakonom definisanog roka, obavestićemo podnosioca prigovora o razlozima kašnjenja u očekivanim rokovima kada će prigovor biti rešen.

#### 3.3. Vaša prava u toku rešavanja prigovora

Podnosilac prigovora ima pravo da u svakom trenutku bude informisan o trenutnom statusu podnetog prigovora, na taj način što će podneti upit Predstavniku rukovodstva za postupanje sa prigovorima na sledeću mejl adresu: **prigovor@mplusgroup.rs**.

#### 3.4. Rešavanje prigovora

Po prijema prigovora, najpre ćemo utvrditi opravdanost podnetog prigovora.

### 3. Resolving Complaints

#### 3.1. How to submit a Complaint

If you want to submit a complaint relating to the services provided, you need to fill in the complaint form and send it to the following Email address: **prigovor@mplusgroup.rs**

If you need assistance when submitting a complaint, contact our Management Representative for Complaint handling to the abovementioned email address.

#### 3.2. Confirmation of the admission of Complaint

We will confirm the reception of the complaint immediately upon receipt of the email. We will strive to solve the complaint within the Law defined time. If a time necessary for resolving the complaint is longer than one defined by the Law, we will inform the complainant on the reasons for such delay within the expected deadlines, as well as of the time when the complaint will be resolved.

#### 3.3. Your rights during the resolution of Complaints

The complainant is entitled to be informed at any time about the current status of the submitted complaint, in such way that they will submit an inquiry to the Management Representative for Complaint Handling on the following email address: **prigovor@mplusgroup.rs**.

#### 3.4. Resolving the Complaint

Upon receipt of the complaint, firstly, we will determine the justification of the submitted complaint.

Nakon početnog ocenjivanja progovora, pristupa se istraživanju prigovora na osnovu svih relevantnih okolnosti i informacija u vezi sa prigovorom. Nivo istraživanja treba da bude primeren ozbiljnosti, učestalosti i težini prigovora.

O ishodu rešavanja prigovora, obavestićemo podnosioca u pisanom odgovoru, gde ćemo navesti koje sve korake preduzeli u rešavanju prigovora, korektivne radnje (npr. dodatna obuka za agente).

After the initial evaluation of the complaint, the research is approached based on all relevant circumstances and information regarding the complaint. The research level should be appropriate for the seriousness, frequency and severity of the complaint/s.

On the outcome of the resolution of the complaints, we will inform the complainant of the outcome in a written response, where we will state all the steps that were taken in order to resolve the complaint/s, and all corrective actions that were performed (e.g. additional Training for agents).

#### 4. Osiguranje kvaliteta

Rukovodstvo M Plus Serbia d.o.o. redovno preispituje Politiku postupanja sa prigovorima.

Naši procesi postupanja sa prigovorima će se periodično revidirati kako bi smo našu isporuku efikasnih i efektivnih rezultata u pogledu primljenih prigovora.

#### 4. Quality insurance

Management M Plus Serbia D.O.O. regularly reviews the Policy of dealing with complaints.

Our processes of dealing with complaints will be periodically revised in order to improve our delivery of efficient and effective results in terms of received complaints.

U Beogradu, 27.03.2023.



Marko Martinović, direktor