

Politika obravnave pritožb naročnikov

Complaint Policy

1. Namen in cilj Politike obravnave pritožb

V podjetju M Plus Slovenija d.o.o. smo zavezani k zagotavljanju visokokakovostnih storitev svojim strankam, razumevanju in odzivanju na potrebe in skrbi naših strank.

Namen te politike je podati smernice, kako M Plus Slovenija d.o.o. sprejema in obravnava pritožbe, poslane v zvezi s poslovanjem in odnosi s strankami.

Cilj te politike je, da je postopek reševanja pritožb učinkovit, uspešen in strokoven.

Pri oblikovanju te politike si M Plus Slovenija d.o.o. prizadeva zagotoviti, da so postopki v skladu z ustreznimi pravnimi zahtevami in najboljšo prakso. Natančneje, ta pravilnik je bil ustvarjen za izpolnjevanje zahtev standarda ISO 10002:2018 - Vodenje kakovosti – Zadovoljstvo strank – Smernice za obravnavanje pritožb v organizaciji.

ISO 10002:2018 opredeljuje **pritožbo** kot :

“Izražanje nezadovoljstva, naslovljenega organizaciji, katero se nanaša na storitev ali na sam proces obravnave pritožbe, pri čemer se eksplicitno ali implicitno pričakuje odgovor oziroma rešitev”.

M Plus Slovenija d.o.o. sprejema to definicijo pritožbe za namene te politike. Vsak posameznik ali stranka, ki iz kakršnega koli razloga ni zadovoljna s storitvijo M Plus Slovenija d.o.o., se lahko obrne na nas in poda pritožbo v pisni obliki.

2. Osnovna načela za učinkovito obravnavanje pritožb

Podjetje M Plus Slovenija d.o.o. spoštuje vodilna načela, navedena v 4. razdelku standarda ISO

1. Purpose and Aim of Policy to treat Complaints

M Plus Slovenija 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 Slovenija 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 M Plus Slovenija 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 Slovenija 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 Slovenia d.o.o., may contact us to submit a complaint in writing.

2. Basic Principles of Effective Complaint Handling

M Plus Slovenija d.o.o. adheres to the leading principles listed in Section 4 of ISO 10002: 2018

10002:2018 za učinkovito reševanje pritožb. Vodilna načela so naslednja:

- **Obveščanje** strank in potrdilo prejema pritožb;
- **Dosegljivost in informacije** o statusu naročnikove pritožbe v danem trenutku;
- **Poslovnost in učinkovitost** z maksimalnim upoštevanjem potreb strank v procesu reševanja pritožb;
- **Objektivnost** predstavlja zahtevo, da se v postopku reševanja reklamacij uporabljajo točni, dokazljivi in zanesljivi podatki;
- **Brez nadomestila** – dostop do postopka obravnavanja pritožb mora biti za pritožnike **brezplačen**;
- **Zaupnost** se odraža v varovanju osebnih podatkov v skladu z zakonskimi predpisi;
- **Usmerjenost/osredotočenost** na uporabnika;
- **Odgovornost** se kaže v vzpostavitvi sistema odgovornosti zaposlenih v procesu obravnave pritožb;
- **Nenehno izboljševanje** procesa obravnave pritožb z nenehnim izboljševanjem zaposlenih ter izboljševanjem internih postopkov in dokumentacije.

3. Reševanje pritožb

3.1. Kako vložiti pritožbo

Če se želite pritožiti na opravljene storitve, morate izpolniti Pritožbeni obrazec in ga poslati na elektronski naslov:

E-mail: complaints@plusgroup.si

Če potrebujete pomoč pri oddaji pritožbe, se lahko obrnete na našega predstavnika za obrnavo pritožb na zgornji elektronski naslov.

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. 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/es:

Email: complaints@plusgroup.si

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

3.2. Potrnilo o prejemu pritožbe

Potrtili bomo prejem pritožbe takoj po prispetju e-pošte. Pritožbo bomo skušali rešiti v zakonsko določenem roku. Če je za reševanje pritožbe potreben čas, ki je daljši od zakonsko določenega roka, bomo vlagatelja pritožbe obvestili o razlogih za zamudo in predvidenem roku, kdaj bo pritožba rešena.

3.3. Vaše pravice pri reševanju pritožb

Vlagatelj ima pravico, da je kadarkoli obveščen o trenutnem statusu vložene pritožbe, in sicer tako, da pošlje povpraševanje predstavniku podjetja za obravnavo pritožb na elektronski naslov: complaints@plusgroup.si.

3.4. Reševanje pritožb

Po prejemu pritožbe bomo najprej ugotovili upravičenost vložene pritožbe.

Po začetni oceni pritožbe se le-ta razišče na podlagi vseh relevantnih okoliščin in podatkov v zvezi s pritožbo. Raven preiskave mora ustrezati resnosti, pogostosti in teži pritožbe.

O izidu reševanja pritožbe bomo vlagatelja obvestili v pisnem odgovoru, kjer bomo navedli ukrepe za rešitev reklamacije, korektivne ukrepe (npr. dodatna izobraževanja za agente).

3.5. Zaključek pritožbe

V kolikor vlagatelj sprejme ponujeno odločitev ali ukrep, se ta odločitev ali ukrep mora izvršiti in evidentirati.

V kolikor vlagatelj zavrne predlagano odločitev ali ukrep, se o tem naredi zaznamek in pritožba mora

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: complaints@plusgroup.si.

3.4. Resolving the Complaint

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

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).

3.5. Closing the Complaint

If the complainant accepts the decision or offered measure, that decision or measure should be carried out and recorded.

If the complainant rejects the proposed decision or measure, it is necessary to make a note about

biti odprta. Vlagatelj mora biti obveščen o drugih oblikah razpoložljivih notranjih ali zunanjih virov, ki jih je mogoče uporabiti za rešitev pritožbe.

it, and the complaint should stay open. The complainant should be informed of other forms of available internal or external resources that can be applied in order to resolve such complaint/s.

4. Zagotavljanje kakovosti

Vodstvo podjetja M Plus Slovenija d.o.o. redno pregleduje Politiko obravnave pritožb naročnikov.

Naše postopke obravnavanja pritožb bomo redno pregledovali, da bi izboljšali zagotavljanje učinkovitih in uspešnih rezultatov v zvezi s prejetimi pritožbami.

4. Quality insurance

Management M Plus Slovenija 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.

V Kopru, 01.03.2024.



Kristina Miličič Furlan, prokurist