SKEDMIA

ISO 10002:2018

Quality management — Customer satisfaction — Guidelines for complaints handling in organizations

GUIDE

Document Master List

Controlled list of every document supplied in the ISO 10002:2018 kit, with its revision status and owner.

Document control

Document number	GDE-02	**Revision**	0
Document title	Document Master List	**Issue date**	[Date]
Document owner	Management Representative	**Next review**	[Date]
Management system	Complaints Handling System	**Classification**	Internal
Standard clauses	7.5	**Status**	For approval

	Name	Position	Signature / Date
Prepared by	[Name]	[Position]	
Reviewed by	[Name]	[Position]	
Approved by	[Name]	[Position]	

Rev.	Date	Description of change	Author
0	[Date]	First issue.	[Name]

Before you issue this document

Replace every highlighted placeholder such as [Organisation Name] with your own details, delete any clause that does not apply to your scope, and have the document approved by the roles named above. Record the approval in the revision history — an auditor will ask who approved it and when.

This master list records every document in the ISO 10002:2018 Complete Documentation Kit. It is the register required by the standard's documented-information clause: when [Organisation Name] adopts the kit, update the revision and issue-date columns as each document is approved, and add any document created locally.

How to use this list

Keep one controlled copy. Every time a document is revised, raise its revision number here and on the document's own cover page. An auditor will normally ask for this list first and sample from it.

Doc. No	Document title	Clause(s)	Owner
00 Read Me First			
GDE-01	Kit Guide and Implementation Roadmap	5.1, 5.2, 6, 7, 8, 8.7	Head of Customer Relations
01 Manual			
MAN-01	Complaints Handling System Manual	5.1, 4.4, 1, 6.1, 5.2, 5.3, 5.4, 6.2, 6.4, 4.14, 4.11, 7.1, 8.1, 6.3, 8.4, 8.5, 8.6, 8.2, 8.7	Head of Customer Relations
MAN-02	Scope and Boundaries of the Complaints Handling System	1, 5.1	Head of Customer Relations
MAN-03	ISO 10002 Conformity Route and Self-Declaration Statement	1, 8.5, 8.6	Customer Experience Director
02 Policies			
POL-01	Complaints Handling System Policy	5.3, 5.2	Customer Experience Director
03 Procedures			
PRO-01	Context of the Organisation and Interested Parties	5.1, 4.4	Head of Customer Relations
PRO-02	What Counts as a Complaint: Definition and Scope Rules	3.1, 3.2, 3.6, 7.2, 1	Head of Customer Relations
PRO-03	Complaints Handling Objectives and Planning	6.2, 6.4, 5.3	Head of Customer Relations
PRO-04	Competence, Training and Awareness	4.14, 6.4, 4.11	Head of Customer Relations
PRO-05	Communication	7.1, 4.4, 4.9	Head of Customer Relations
PRO-06	Accessibility, Vulnerability and Reasonable Adjustments Procedure	4.5, 4.6, 4.8, 7.1	Head of Customer Relations
PRO-07	Control of Complaints Information and Records	8.1, 4.10	Head of Customer Relations
PRO-08	Complainant Confidentiality and Personal Information Handling Procedure	4.10, 8.1	Head of Customer Relations

Doc. No	Document title	Clause(s)	Owner
PRO-09	Complaints Process Activity Map and Operational Control	6.3, Annex E, 6.4	Head of Customer Relations
PRO-10	Complaint Receipt, Logging and Tracking Procedure	7.2, 7.3, 4.15	Head of Customer Relations
PRO-11	Complaint Investigation Procedure	7.6, 4.9, 4.7	Head of Customer Relations
PRO-12	Objectivity, Impartiality and Conflict of Interest Procedure	4.7, Annex D, 5.4	Head of Customer Relations
PRO-13	Complaint Closure, Rejection and Reopening Procedure	7.9, 7.8, Annex H	Head of Customer Relations
PRO-14	Monitoring of the Complaints Handling Process	8.4, Annex I, 8.6	Head of Customer Relations
PRO-15	Complaint Classification Taxonomy and Trend Analysis Procedure	8.2, 8.4	Head of Customer Relations
PRO-16	Legal and Regulatory Requirements Procedure	5.3, 4.10	Head of Customer Relations
PRO-17	Internal Audit of the Complaints Handling Process	8.5, Annex J, 8.6	Lead Internal Auditor
PRO-18	Management Review of the Complaints Handling Process	8.6, 8.4, 8.5	Customer Experience Director
PRO-19	Nonconformity, Corrective Action and Continual Improvement	8.2, 8.7, 8.5	Head of Customer Relations
04 Forms, Registers & Templates			
FRM-01	Guiding Principles Conformity Matrix	4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 4.9, 4.10, 4.11, 4.12, 4.13, 4.14, 4.15	Head of Customer Relations
FRM-02	ISO 9001 Integration and Customer Satisfaction Standards Interface Matrix	1, Annex A, 5.3	Head of Customer Relations
FRM-03	Initial Assessment and Severity Triage Matrix	7.5, 4.15	Head of Customer Relations
FRM-04	Response, Remedy and Redress Catalogue with Authority Limits	7.7, Annex G	Head of Customer Relations
FRM-05	Root Cause Analysis and Corrective Action Worksheet	8.2, 8.7, 7.7	Head of Customer Relations
FRM-06	Context and Issues Analysis	5.1	Head of Customer Relations
FRM-07	Roles, Responsibilities and Authorities Matrix	5.4, 5.2	Customer Experience Director
FRM-08	Escalation Tiers and External Recourse Directory	7.9, Annex H	Head of Customer Relations

Doc. No	Document title	Clause(s)	Owner
FRM-09	Competence Matrix and Training Record	4.14, 6.4	Head of Customer Relations
FRM-10	Communication Log and Suggestion Form	7.1	Head of Customer Relations
FRM-11	Complaint Submission Form and Assisted Lodgement Script	Annex C, 7.2, 4.5, 3.1	Head of Customer Relations
FRM-12	Complaint Case File and Follow-Up Record	Annex F, 7.5, 7.6, 7.7	Head of Customer Relations
FRM-13	Complainant Correspondence Template Pack	7.4, 7.3, 7.8, 7.9	Head of Customer Relations
FRM-14	Internal Audit Plan and Report	8.5, Annex J	Lead Internal Auditor
FRM-15	Management Review Minutes and Actions	8.6	Customer Experience Director
FRM-16	Complainant Satisfaction with the Complaints Process Survey	8.3	Head of Customer Relations
FRM-17	Complaints Performance Report to Top Management	4.12, 8.4, 8.6	Head of Customer Relations
FRM-18	Document Change Request	8.1	Head of Customer Relations
04 Forms, Registers & Templates			
REG-01	Interested Parties and Their Needs Register	5.1, 4.4	Head of Customer Relations
REG-02	Complaints Register	7.2, 7.3, 8.1	Head of Customer Relations
REG-03	Legal and Regulatory Requirements Register	5.3, 4.10	Head of Customer Relations
REG-04	Complaint Records Retention and Disposal Schedule	8.1, 4.10	Head of Customer Relations
REG-05	Objectives and Action Plan Tracker	6.2	Head of Customer Relations
REG-06	Nonconformity and Corrective Action Register	8.2, 8.7, 8.5	Head of Customer Relations
REG-07	Escalation and External Referral Log	7.9, 8.4, Annex H	Head of Customer Relations
05 Plans & Programmes			
PLN-01	CFMS Implementation Plan	5.1, 6, 7, 8	Head of Customer Relations
PLN-02	Annual Internal Audit Programme	8.5, Annex J	Lead Internal Auditor

Doc. No	Document title	Clause(s)	Owner
PLN-03	Competence and Training Plan	4.14, 6.4, 4.11	Head of Customer Relations
PLN-04	Communication Plan	7.1	Head of Customer Relations
PLN-05	Complaints Indicator Set and Continual Monitoring Plan	8.4, Annex I, 8.3	Head of Customer Relations
06 Checklists			
CHK-01	ISO 10002:2018 Gap Analysis Checklist	4, 5, 6, 7, 8	Head of Customer Relations
CHK-02	Internal Audit Checklist	8.5, Annex J	Lead Internal Auditor
CHK-03	Conformity Demonstration and Assessment Readiness Checklist	8.5, Annex J, 8.6, 1	Head of Customer Relations
07 Internal Auditor Training Pack			
TRN-01	Internal Auditor Participant Handbook	8.5	Head of Customer Relations
TRN-02	Trainer's Guide	8.5	Head of Customer Relations
TRN-03	Presentation Slides Outline	8.5	Head of Customer Relations
TRN-04	Exercises and Case Studies	8.5	Head of Customer Relations
TRN-05	Examination	8.5	Head of Customer Relations
TRN-06	Examination Answer Key and Marking Scheme	8.5	Head of Customer Relations
TRN-07	Course Forms	8.5	Head of Customer Relations
TRN-08	Certificate of Training Template	8.5	Head of Customer Relations

Revision status

Record the approved revision of each document as it is issued. Rows are pre-filled at revision 0 (first issue).

Doc. No	Rev.	Issue date	Approved by	Next review
GDE-01	0	[Date]	[Name]	[Date]
MAN-01	0	[Date]	[Name]	[Date]
FRM-01	0	[Date]	[Name]	[Date]
FRM-02	0	[Date]	[Name]	[Date]

Doc. No	Rev.	Issue date	Approved by	Next review
MAN-02	0	[Date]	[Name]	[Date]
MAN-03	0	[Date]	[Name]	[Date]
POL-01	0	[Date]	[Name]	[Date]
PRO-01	0	[Date]	[Name]	[Date]
PRO-02	0	[Date]	[Name]	[Date]
PRO-03	0	[Date]	[Name]	[Date]
PRO-04	0	[Date]	[Name]	[Date]
PRO-05	0	[Date]	[Name]	[Date]
PRO-06	0	[Date]	[Name]	[Date]
PRO-07	0	[Date]	[Name]	[Date]
PRO-08	0	[Date]	[Name]	[Date]
PRO-09	0	[Date]	[Name]	[Date]
PRO-10	0	[Date]	[Name]	[Date]
FRM-03	0	[Date]	[Name]	[Date]
PRO-11	0	[Date]	[Name]	[Date]
PRO-12	0	[Date]	[Name]	[Date]
FRM-04	0	[Date]	[Name]	[Date]
PRO-13	0	[Date]	[Name]	[Date]
PRO-14	0	[Date]	[Name]	[Date]
PRO-15	0	[Date]	[Name]	[Date]
PRO-16	0	[Date]	[Name]	[Date]
PRO-17	0	[Date]	[Name]	[Date]
PRO-18	0	[Date]	[Name]	[Date]
PRO-19	0	[Date]	[Name]	[Date]
FRM-05	0	[Date]	[Name]	[Date]
FRM-06	0	[Date]	[Name]	[Date]
REG-01	0	[Date]	[Name]	[Date]
REG-02	0	[Date]	[Name]	[Date]
REG-03	0	[Date]	[Name]	[Date]
REG-04	0	[Date]	[Name]	[Date]
FRM-07	0	[Date]	[Name]	[Date]
FRM-08	0	[Date]	[Name]	[Date]
REG-05	0	[Date]	[Name]	[Date]
FRM-09	0	[Date]	[Name]	[Date]
FRM-10	0	[Date]	[Name]	[Date]

Doc. No	Rev.	Issue date	Approved by	Next review
FRM-11	0	[Date]	[Name]	[Date]
FRM-12	0	[Date]	[Name]	[Date]
FRM-13	0	[Date]	[Name]	[Date]
FRM-14	0	[Date]	[Name]	[Date]
FRM-15	0	[Date]	[Name]	[Date]
FRM-16	0	[Date]	[Name]	[Date]
FRM-17	0	[Date]	[Name]	[Date]
REG-06	0	[Date]	[Name]	[Date]
REG-07	0	[Date]	[Name]	[Date]
FRM-18	0	[Date]	[Name]	[Date]
PLN-01	0	[Date]	[Name]	[Date]
PLN-02	0	[Date]	[Name]	[Date]
PLN-03	0	[Date]	[Name]	[Date]
PLN-04	0	[Date]	[Name]	[Date]
PLN-05	0	[Date]	[Name]	[Date]
CHK-01	0	[Date]	[Name]	[Date]
CHK-02	0	[Date]	[Name]	[Date]
CHK-03	0	[Date]	[Name]	[Date]
TRN-01	0	[Date]	[Name]	[Date]
TRN-02	0	[Date]	[Name]	[Date]
TRN-03	0	[Date]	[Name]	[Date]
TRN-04	0	[Date]	[Name]	[Date]
TRN-05	0	[Date]	[Name]	[Date]
TRN-06	0	[Date]	[Name]	[Date]
TRN-07	0	[Date]	[Name]	[Date]
TRN-08	0	[Date]	[Name]	[Date]

SKEDMIA

ISO 10002:2018

Quality management — Customer satisfaction — Guidelines for complaints handling in organizations

GUIDE

Clause Cross-Reference Matrix

Shows which kit document answers each clause of ISO 10002:2018 — the table certification bodies ask for at stage 1.

Document control

Document number	GDE-03	**Revision**	0
Document title	Clause Cross-Reference Matrix	**Issue date**	[Date]
Document owner	Management Representative	**Next review**	[Date]
Management system	Complaints Handling System	**Classification**	Internal
Standard clauses	—	**Status**	For approval

	Name	Position	Signature / Date
Prepared by	[Name]	[Position]	
Reviewed by	[Name]	[Position]	
Approved by	[Name]	[Position]	

Rev.	Date	Description of change	Author
0	[Date]	First issue.	[Name]

Before you issue this document

Replace every highlighted placeholder such as [Organisation Name] with your own details, delete any clause that does not apply to your scope, and have the document approved by the roles named above. Record the approval in the revision history — an auditor will ask who approved it and when.

Use this matrix to demonstrate that every requirement of ISO 10002:2018 is addressed by documented information. Complete the final column with the evidence or record that proves the requirement is being met in practice, and take it to the stage 1 audit.

Good practice

Auditors use a matrix like this to plan their sample. A complete, honest matrix shortens stage 1 considerably; an aspirational one invites a deeper audit.

Clause	Kit document(s)	Evidence / records in use
1	CHK-03, FRM-02, MAN-01, MAN-02, MAN-03, PRO-02	
3.1	FRM-11, PRO-02	
3.2	PRO-02	
3.6	PRO-02	
4	CHK-01	
4.1	FRM-01	
4.2	FRM-01	
4.3	FRM-01	
4.4	FRM-01, MAN-01, PRO-01, PRO-05, REG-01	
4.5	FRM-01, FRM-11, PRO-06	
4.6	FRM-01, PRO-06	
4.7	FRM-01, PRO-11, PRO-12	
4.8	FRM-01, PRO-06	
4.9	FRM-01, PRO-05, PRO-11	
4.10	FRM-01, PRO-07, PRO-08, PRO-16, REG-03, REG-04	
4.11	FRM-01, MAN-01, PLN-03, PRO-04	
4.12	FRM-01, FRM-17	
4.13	FRM-01	
4.14	FRM-01, FRM-09, MAN-01, PLN-03, PRO-04	
4.15	FRM-01, FRM-03, PRO-10	
5	CHK-01	
5.1	FRM-06, GDE-01, MAN-01, MAN-02, PLN-01, PRO-01, REG-01	
5.2	FRM-07, GDE-01, MAN-01, POL-01	
5.3	FRM-02, MAN-01, POL-01, PRO-03, PRO-16, REG-03	
5.4	FRM-07, MAN-01, PRO-12	

Clause	Kit document(s)	Evidence / records in use
6	CHK-01, GDE-01, PLN-01	
6.1	MAN-01	
6.2	MAN-01, PRO-03, REG-05	
6.3	MAN-01, PRO-09	
6.4	FRM-09, MAN-01, PLN-03, PRO-03, PRO-04, PRO-09	
7	CHK-01, GDE-01, PLN-01	
7.1	FRM-10, MAN-01, PLN-04, PRO-05, PRO-06	
7.2	FRM-11, PRO-02, PRO-10, REG-02	
7.3	FRM-13, PRO-10, REG-02	
7.4	FRM-13	
7.5	FRM-03, FRM-12	
7.6	FRM-12, PRO-11	
7.7	FRM-04, FRM-05, FRM-12	
7.8	FRM-13, PRO-13	
7.9	FRM-08, FRM-13, PRO-13, REG-07	
8	CHK-01, GDE-01, PLN-01	
8.1	FRM-18, MAN-01, PRO-07, PRO-08, REG-02, REG-04	
8.2	FRM-05, MAN-01, PRO-15, PRO-19, REG-06	
8.3	FRM-16, PLN-05	
8.4	FRM-17, MAN-01, PLN-05, PRO-14, PRO-15, PRO-18, REG-07	
8.5	CHK-02, CHK-03, FRM-14, MAN-01, MAN-03, PLN-02, PRO-17, PRO-18, PRO-19, REG-06, TRN-01, TRN-02, TRN-03, TRN-04, TRN-05, TRN-06, TRN-07, TRN-08	
8.6	CHK-03, FRM-15, FRM-17, MAN-01, MAN-03, PRO-14, PRO-17, PRO-18	
8.7	FRM-05, GDE-01, MAN-01, PRO-19, REG-06	
Annex A	FRM-02	
Annex C	FRM-11	
Annex D	PRO-12	
Annex E	PRO-09	
Annex F	FRM-12	
Annex G	FRM-04	
Annex H	FRM-08, PRO-13, REG-07	
Annex I	PLN-05, PRO-14	

Clause	Kit document(s)	Evidence / records in use
Annex J	CHK-02, CHK-03, FRM-14, PLN-02, PRO-17	