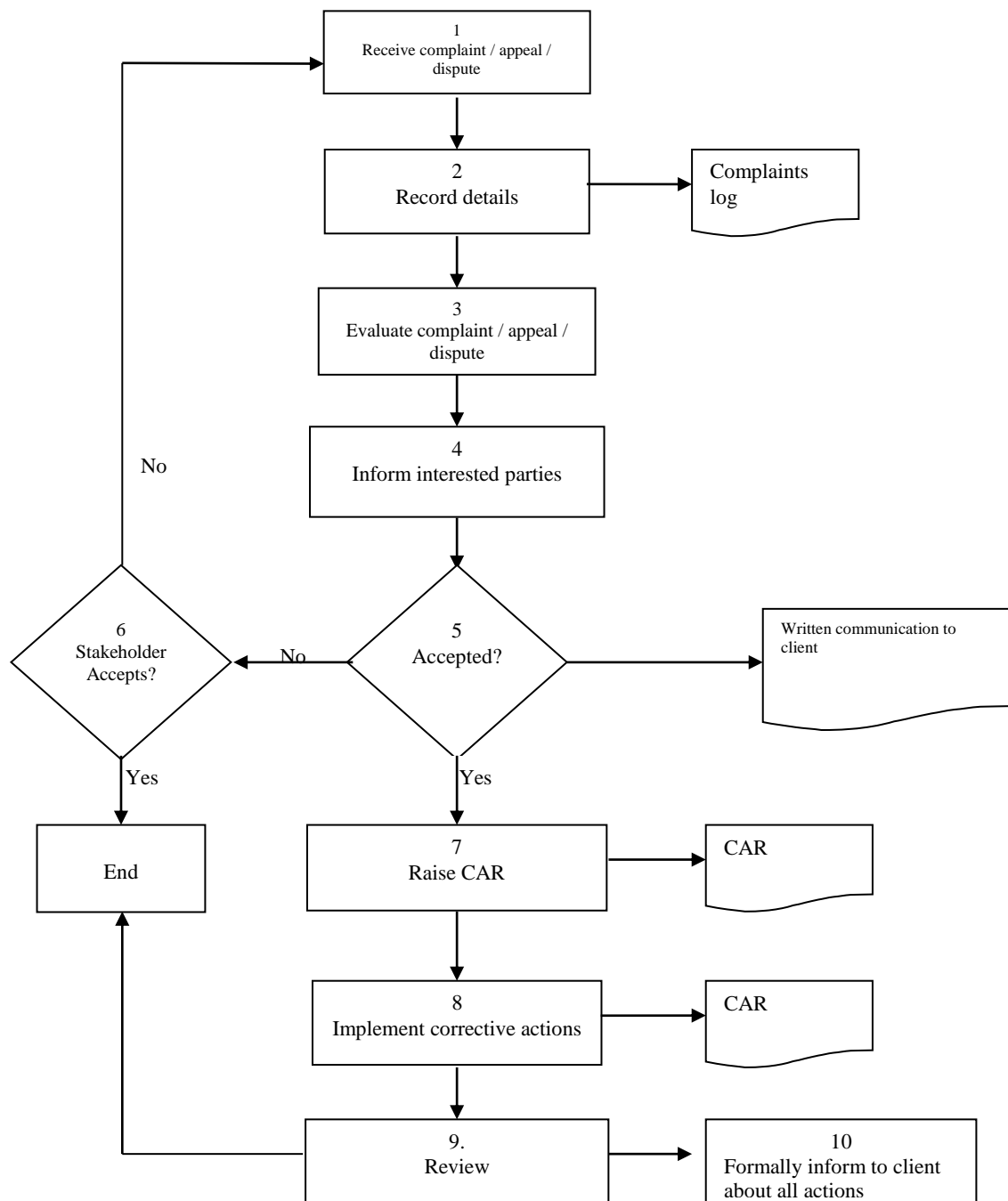




1. **Objective** – To control handling complaints and appeals
2. **Scope** – Altair Quality Services & its clients
3. **Process Flow Chart**



| Issue | Revision | Date       |
|-------|----------|------------|
| 1     | 0        | 20.11.2021 |