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SOUTH AFRICAN NATIONAL STANDARD

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

This national standard is the identical implementation of ISO 10002:2014, and is adopted with the permission of the International Organization for Standardization.

WARNING

**This document references other
documents normatively.**

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

*Management de la qualité — Satisfaction des clients — Lignes
directrices pour le traitement des réclamations dans les organismes*



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