



ECD_CO_3004_PQRS Procedure

Documentation control

History of versions

Version	Date	Author	Description
1	15/07/2021	Carolina Nadal	Initial version
2	11/10/2021	Carolina Nadal	Who has the decision on the PQRS is modified.
3	10/03/2021	Gloria Salvador	The treatment of Indenova Services is incorporated.
3.1	25/09/2023	Gloria Salvador	Submission of information to Compliance department

Distribution list

Company
Lleida SAS

Classification and status

Ranking	Status
Internal Use	Approved

Documents r eferenced

Description

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1. Introduction

1.1 Aim

Determine the steps to be taken to identify and control complaints, claims and requests from the petitioning actor and thus prevent their occurrence, by managing the relevant actions to resolve complaints, claims and/or requests that may arise in the Lleida SAS environment.

1.2 Scope

This procedure applies to all processes responsible for the provision of Lleida SAS services to identify the causes of complaints, claims and appeals about the service provided and/or the conditions in the environment in which it operates, as well as duly addressing the PQRS (Peticiones, Quejas, Reclamaciones y Sugerencias, in Spanish) of interested parties. The scope of this document includes the reception, attention and management of effective actions to solve PQRS of internal processes and external affairs.

1.3 Distribution

Approved by the Management of Lleida SAS, this procedure must be accessible to all persons included in the distribution list specified in the documentary control, through the appropriate channels established in procedure ECD_CO-3001 - Management of the documentation repository.

1.4 Review

This procedure shall be reviewed and approved annually by Lleida.net Management. However, should any relevant changes take place for the organisation, be they of an operational, legal, regulatory or contractual nature, it shall be revised whenever deemed necessary, thus ensuring that the procedure remains adapted at all times.

2. Definitions

Involved party. Natural or legal person who is part of the PQRS in the process of attention and resolution.

Petitioner. Natural or legal person who submits a petition (PQRS) to the organisation.

Petitions. Request or request for an action. This is part of the Right of Petition enshrined in the Contentious-Administrative Code, in which a special and independent procedure is established. Petitions must be resolved within the terms established in Article 6 of the Contentious-Administrative Code, i.e. within 15 working days from the date of receipt.

Complaints. Expressions of dissatisfaction by an internal or external user. With something or someone in an institution during the provision of a service or an operating condition.

Claims. Expression of opposition to an action considered unfair. Demand of the rights of the claimant, related to the provision of services or operating relations.

Suggestion. Transfer of ideas or proposals for the improvement of the service or organisational management by the person involved.

Appeal: this is when a client disagrees and asks for reconsideration of the decision taken.

PQRSA: Abbreviation for petitions, complaints, claims, suggestions and appeals.

3. Procedure

1.5 Mechanisms for interposition

Lleida SAS provides customers and interested parties with the following mechanisms for the submission of PQRSA:

- By e-mail to clientes@lleida.net . You must attach the template available at www.lleida.net/co/ECD_CO_4501_Template_PQRSA_Lleida_SAS
- By telephone on +57 1 381 9903

1.6 Procedure

PQRSAs will be dealt with within fifteen (15) days from the date of receipt and must be reported from the working day following receipt.

Activity	Detail	Responsible	Register
Reception	<p>The petitioner submits the PQRS through the established channels.</p> <p>In case of a phone call, he/she will be asked for the data in the document ECD_CO 4501 and he/she will be asked on his/her preferences to receive the answer (e-mail or post).</p>	Petitioner	E-mail address Call registration SuiteCRM
Filing and classification	<p>A task is created in the customer's account with the subject PQRSA. Compliance Department will receive a Copy of the communication.</p> <p>If the service is part of indenova's portfolio it will be referred to consultas@indenova.com and processed according to the procedure PR-005-110616.1170608_v.1.0_-_Customer_complaints.</p>	Customer Service (SAC)	CRM Suite
Analysis	The case will be analysed and the evidence will be collected in a folder within ECD_CO_4.5 of the Cloud.	Responsible SAC	Cloud Lleida.net
Study and definition	<p>The case is studied on the basis of the evidence gathered and a course of action is defined with regard to the interests of the interested party.</p> <p>The assistance of legal counsel may be required.</p>	Responsible SAC	Cloud Lleida.net
Projection of the response	Formal proposal to be drafted through document ECD_CO 4502.	Compliance Officer	Cloud Lleida.net
Communication of the response	It shall be communicated within 15 working days from filing by registered e-mail.	Customer Service (SAC)	Certified e-mail
Processing of appeals	<p>Once the response has been sent, the petitioner will have 10 working days to express his/her intention to appeal through the available channels.</p> <p>In the case of an appeal, the date of appeal will be recorded in the task already created; all other steps are the same.</p>	Petitioner Customer Service (SAC)	CRM Suite

4. Map of controls

Standard	Paragraphs
CEA-3.0-07	10.12