

Complaints Handling Policy

01.000.014.A



Fluenta AS is committed to an accessible and fair complaints handling process, where we work together with our customers to build knowledge and proactively improve our services and product.

All complaints shall be addressed, analyzed and properly handled, with consideration of legal regulations.

The responsibility for the treatment of complaints lies with Fluenta AS Quality Assurance, supported by the top management.

On behalf of Fluenta

Haugesund, January 2017

Sigurd Aase
Chairman of the Board

