



BSI Standards Publication

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

National foreword

This British Standard is the UK implementation of ISO 10002:2018. It supersedes BS ISO 10002:2014, which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee SVS/0, Customer service - Fundamental principles.

A list of organizations represented on this committee can be obtained on request to its secretary.

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