



## **TREATMENT OF CLAIMS POLICY**

*The CCT Conceitual Construções LTDA, considers each complaint as an opportunity to improve the service it develops for its customers, employees and partners and also as a way of strengthening their ties and contribute to its development with its stakeholders.*

### **OBJECTIVES**

With this policy, the senior management of the company CCT Conceitual Construções Ltda. has set the principles to be adopted by the Company in its relationship with its stakeholders (customers, suppliers, society and government and internal public), to formalize and communicate the methodology for claims management, in compliance with legal obligations and regulations, particularly those provided by Law and Law No. 8.078/1990 9.933/1999..

### **SCOPE**

This policy concerns the complaint, construed in accordance with the defined rules in force, as an expression of disagreement with the position taken by CCT Conceitual Construções Ltda., or dissatisfaction with the services provided by it, and any allegation of possible noncompliance, by customers, workforce, suppliers and / or society. This policy applies in its matrix and all its subsidiaries, as well as anywhere that the company is developing its activities.

### **PRINCIPLES**

The key principles involved in complaints handling policy underpinned by the fundamental values preached by the organization in the relationship with its stakeholders: Ethics, Transparency, Social and Environmental Responsibility, and Customer Focus.

Internally it is a social culture promoted, based on respect for others, the complaint being a valuable source of information besides being considered as a second chance is also a source of strengthening relations with the appropriate stakeholders. Thus, the following are the principles

- Ensuring Equitable Treatment, Diligent and Transparent - For clients, service providers, public and internal company who come to CCT Conceitual Construções Ltda., is guaranteed



fair treatment, diligent and transparent, supported by a reputable and qualified staff to conduct processes, properly integrated into senior management.

- Ensuring Confidentiality - The organization ensures that any manifestation of complaints made, will be conducted with confidentiality, preserving the data of the complainant in order to avoid any embarrassment to it.

- Prevention and Management of Conflicts of Interest - The model of management and the defined processes for handling complaints in CCT Conceitual Construções Ltda., are intended to ensure an impartial management and prevention of conflicts of interest. The organization states that the people involved in the process of conducting the analysis and treatment of complaints refrain from participating in the same, if by chance this process is related to an area where this part, at the time of its occurrence or production effects.

- Accessibility - The information for the submission of complaints is available to interested parties, not being this presentation and their treatment burden on the claimant. These claims may be held by some means, as set out in the next section. Any additional information on how to make a complaint may be obtained by calling (31) 3036-1400 in the Department of SGI.

## ORGANIZATION

In the conceptual structure of CCT Conceitual Construções Ltda., there is a sector of SGI - Integrated Management System, which has staff able to manage the entire claims process that may eventually arise. All complaints, whether they come from any interested party should be directed to that this sector, so that they can proceed with the systematics established for handling complaints.

As for complaints from customers regarding service delivery in the works, the SGI will have the support of the engineering sector that should give / provide all necessary information about the process for hours claimed.

## PRESENTATION, TREATMENT AND RESPONSE TO COMPLAINTS

Customers who wish to submit a complaint against the company CCT Conceitual Construções Ltda., in relation to **providing their services in any works or expressions of disagreement with a position taken by the CCT Conceitual**, must do it through:



#### Complaint Aimed at Engineering

A) Reception and Response:

- Cargo Receipt and Response Responsible for: Assistant Engineering
- Address: Rua Coronel Procópio, nº 40, Inconfidentes, MG – Contagem / MG
- E-mail: [ccteng@conceitual.com.br](mailto:ccteng@conceitual.com.br)
- Phone: (31) 3036-1400

B) Requirements of the Complaint:

- Presentation in writing (you can use the form PSIU - Issues Helpful Suggestions and Ideas or if you prefer the body of the e-mail), provided that there is no written record;
- Contact details to be held back on the complaint made;
- Detailed description of the facts giving rise to the complaint, identifying the stakeholders and the date of occurrence of the facts.

C) Response Time:

- In these cases it was established as the maximum time to return to the complainant, within 7 working days from receipt of the complaint. This return can be accomplished in several ways, since it generates a written record. Should be included in this response actions to be taken to address the problems highlighted or not an opinion on the applicability of the complaint made.

Other stakeholders, and they (suppliers, society and government and internal public), who wish to file a complaint against the company CCT Conceitual Construções Ltda. **with respect to any expression of disagreement with a position taken by the CCT Conceitual should make it through:**

#### Complaint Addressed to the SGI

A) Reception and Response:

- Responsible for Cargo Receipt and Response: SGI Coordinator
- Address: Rua Coronel Procópio, nº 40, Inconfidentes, MG – Contagem / MG
- E-mail: [cctqualidade@conceitual.com.br](mailto:cctqualidade@conceitual.com.br)
- Phone: (31) 3036-1400



**B) Requirements of the Complaint:**

- Written presentation (you can use the form PSIU - Issues Helpful Suggestions and Ideas or if you prefer the body of the e-mail), provided that there is no written record;
- Contact details to be held back on the complaint made;
- Detailed description of the facts giving rise to the complaint, identifying the stakeholders and the date of occurrence of the facts.

**C) Deadline for Response:**

- In these cases it was established as the maximum time to return to the complainant, within 15 working days from receipt of the complaint. This return can be accomplished in several ways, since it generates a written record. Should be included in this response actions to be taken to address the problems highlighted or not an opinion on the applicability of the complaint made.

## PROCEDURE FOR DEALING WITH COMPLAINTS

The procedure to be followed in case of receipt of any complaint shall be as follows:

- Investigate the situation and sought to define whether it is or is not founded
- If the complaint is dismissed shall be made a return to the complainant within the timeframe established in the previous section, explaining the reasons why the complaint was classified as unfounded.
- Otherwise, ie, the claim is upheld, will be issued a RACP - Corrective Action Report and / or Preventive investigating the problem evidenced, as well as establishing the necessary actions to neutralize the same.
- Later, the complaint should be held in registered Sheet Record Attendance - PL.02, spreadsheet used to control the processes occurring, as well as more easily view the status of ongoing processes.

## PROPER QUALIFICATION

The CCT Conceitual Construções Ltda., Inc. ensures the qualifications of its employees and / or team responsible for handling complaints as well as other parties involved in the process. At least once a year should provide training to these employees by emphasizing all the requirements applicable to this Complaint Handling Policy.



## COMPLIANCE POLICY CLAIMS PROCESSING

The CCT Conceitual Construções Ltda., ensures the required disclosure and explanation of the rules contained in this Regulation, to ensure compliance. The organization undertakes to analyze, monitor and take all appropriate measures, according to the statistics of complaints received. Also undertakes to respond to all the regulatory bodies about the activities, including the Inmetro on any claim made by them and by them established within.