



## Stakeholder complaints

Interested parties (Customers, Suppliers, Partners, State and Regulatory Entities and Scientific System Entities) can make their complaints via email and/or by telephone (writing is always mandatory).

Interested parties Employees can make their complaints via email, telephone (later in writing), suggestion box, in the employee satisfaction questionnaire (“Complaints/Suggestions/Observations” section) and in person at Human Resources or with Management.

All complaints received by interested parties are registered on our Soapp platform, through the opening of a quality process and a quality incident (NC), analyzed and closed after analysis and subsequent resolution.