

The logo for JOYCO, featuring the company name in a stylized, white, sans-serif font with a grid-like pattern inside the letters.

calidad en infraestructura



Complaints, requests or suggestions procedure

**December 2022**

## How to handle complaints, requests or suggestions

1



A complaint, request, or suggestion can be received by e-mail at: [contacto@joyco.com.co](mailto:contacto@joyco.com.co), via telephone at +57 312 447 7972, or in person.

2



The request or suggestions are received directly by the project and handled by the Information Management Area, then forwarded to the Director of Integrated Management and Innovation for further monitoring.

3



If the complaint is present as a letter, its confirmation will be by a correspondence stamp.

4



If the complaint is received via e-mail, the handler has five business days to send a confirmation reply.

5



The pertinence or relevance of the complaint, request or suggestion is validated by the person liable for it (handler).

6



Once its pertinence or relevance is validated, the handler will analyze its causes and define the course of action in accordance with the procedure [Gestión para la mejora P-GI-02](#).

In the event of any concerns, please refer to the '[Atención a quejas, solicitudes o sugerencias P-GI-04](#)'.