



Document Title: procedure Manual

Document number: PM011

Title: Complaints against AQMCS Pvt. Ltd. or its representatives

Introduction: To ensure that Assure Quality Management Certification Services Pvt. Ltd. handles complaints about Assure Quality Management Certification Services Pvt. Ltd. Procedures / Assure Quality Management Certification Services Pvt. Ltd. representatives in a positive manner and that our performance in dealing with customer feedback is monitored.

Purpose

The customer feedback system is the way in which we derive maximum benefit from any criticism about Assure Quality Management Certification Services Pvt. Ltd. Procedures / Assure Quality Management Certification Services Pvt. Ltd. Representatives for analysis. If necessary, corrective action and quality improvement actions are implemented.

Definitions

The following terms have been used in this procedure:

Complaint

A complaint about Assure Quality Management Certification Services Pvt. Ltd. Procedures / Assure Quality Management Certification Services Pvt. Ltd. Representatives is where a customer/Complainer expresses dissatisfaction with the service delivered by Assure Quality Management Certification Services Pvt. Ltd.

Complainer

The individual or Organisation informing us of the complaint

Nominee

The Assure Quality Management Certification Services Pvt. Ltd. person best positioned to undertake the necessary investigation. Always decided by Chief Executive, in most of the cases Chief Executive himself conducts investigations.



Procedure:

Complaint Handling Process

Receipt

Complaints may be received over telephones. The recipient must ensure that he/she has understood the complaint against Assure Quality Management Certification Services Pvt. Ltd. Procedures / Assure Quality Management Certification Services Pvt. Ltd. Representatives, thanking him /her and made a clear note.

- Complaints may be received over e mails or through letters.
- Complaints may be forwarded from an Accreditation Body.

All complaints must be directed to Chief Executive promptly.

Acknowledgement

The Chief Executive sends a formal acknowledgement to the complainer within seven working days.

Allocation

A-007 Complaint form is filled with the details.

The Chief Executive will allocate the complaint with full details to the nominee. (In most of the cases Chief Executive will himself be the nominee). The Nominee in all the cases will be independent from the subject of complaint / Complainant.

Action on Complaint

- The nominee contacts the complainer to:
 - express regret complaint raised
 - talk through the complaint
 - Advise of next step and time scale
- Nominee investigates the complaint and reveals the truth with the Complainer and the subject. Where a visit to Complainer or Subject is required is made to complete the investigation. Nominee may use any suitable form of Investigation Notes for recording any facts gathered.
- Nominee to report the Chief Executive in writing.



- Chief Executive provides the Complainer the progress on the complaint and the brief about the investigation output and which way the investigation is heading about. Chief Executive assures to complainer the provision of full detail when the complaint is closed.
- The Complainer can refer to Accreditation body in case he/she is not satisfied with the resolution and if the complaint is not resolved within three months of the agreed time frame.

Closure

- The nominee completes all internal paperwork and sends it to the Chief Executive for closure.
- Chief Executive writes a formal closure to Complainer and any decision to the subject for considering a corrective action and demonstrating improvement in future.
- A-007 Complaint form, Investigation Notes and closure letter are filed in the complaint file.
- Complaints root cause and corrective action details are recorded and any changes in the Documented System of Assure Quality Management Certification Services is thoroughly assessed during Internal Audit and reviewed during Management Review for their effectiveness.

Assure Quality Management Certification Services Pvt. Ltd. determines together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

This process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

Communication decision is kept as a record.

Records A-007 Complaint form, Investigation Notes and relevant gathered records are retained for Six years.