



Document Title: procedure Manual

Document number: PM012

Title: Complaints Against Assure Quality Management Certification Services Pvt. Ltd. Clients

Introduction: To ensure that Assure Quality Management Certification Services Pvt. Ltd. handles complaints about our clients in a positive and impartial manner.

Purpose

The complaint / feedback about our registered clients in a way derive benefit to their own Management system as Assure Quality Management Certification Services Pvt. Ltd. intend to exercise a thorough investigation and monitors the corrective action taken by our client.

Responsibility

Overall Complaint Receiving, Handling and Closure are the responsibility of Chief Executive.

Definitions

The following terms have been used in this procedure:

Complaint

A complaint about our clients is where an interested party (e.g. customers of our registered client) expresses dissatisfaction with a product or service delivered to them by our registered client as covered by their scope of registration.

Complainer

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

Any incoming complaint in writing or verbal must be promptly communicated to Chief Executive.

Chief Executive ensures that the complainer understands the limitation of Assure Quality Management Certification Pvt. Ltd. Services role in dealing with complaints against its clients.

Log in the complaint in the 'Complaint form A-007

Acknowledgement

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

Allocation

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).

Action on Complaint

The nominee contacts the complainer to express regret complaint raised & talk through the complaint.

Ensure complainer understands Assure Quality Management Certification Services Pvt. Ltd. limitation of role for complaints against our clients.

Nominee investigates the complaint and discusses the possible judgment with Chief Executive; whether a visit to the clients is required.

Where a visit is required, the nominee makes a visit within the 20-day period or recommend on site visit to be at the next scheduled assessment visit. Investigate the complaint, reveal the truth and record all details. A recommendation is required to how much extent this affects their Management System and if any supplementary assessment is required. This could be either a preponing of the coming up assessment.

A very serious complaint with necessary evidences and investigation reveal that. In such case the registered client is notified that this could result in the registration getting jeopardized and may be terminated if not successfully resolve the situation.

A time frame is settled with registered client and sees the improvement of the situation through a supplementary assessment.



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 reviews all details given by Nominee and takes a judgment about the next visit or Registration status

Chief Executive writes a formal closure to Complainer and any decision with regard the Client's improvement plans and actions taken and Assure Quality Management Certification Services Pvt. Ltd. approval.

A-007 Complaint form, Investigation Notes and closure letter are filed in the complaint file.

A copy of A-007 must be attached to the forthcoming Assessor Allocation in order to make the visiting assessor aware of whole situation and a recheck of the effectiveness of corrective action on a longer term.

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.