



Document Title: procedure Manual

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**Title:** Procedure for Inspection Complaints

**Introduction:** To ensure that Assure Quality Management Certification Services Pvt. Ltd. handles complaints in a positive manner

Purpose: to handle the complaint if received

Scope : applicable to AQMCS to handle the complaint as received

Responsibility:- MR and director

### **Definitions**

The following terms have been used in this procedure:

#### **Complaint**

A complaint about AQMCS working Procedures / Representatives/client is where a Complainer expresses dissatisfaction with the service delivered by AQMCS 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 decided by Director, in most of the cases Director himself conducts investigations.

#### **Procedure:**

#### **Complaint Handling Process**

##### **Receipt**

Complaints may be received over telephones/email is acknowledge to complainer.

All complaints have directed to director.

##### **Allocation**

AA025 Complaint form is filled with the details.

The Director will allocate the complaint with full details to the nominee. (In most of the cases director 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



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- 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 director in writing.
- Director provides the Complainer the progress on the complaint and the brief about the investigation output and which way the investigation is heading about. Director assures to complainer the provision of full detail when the complaint is closed.

### **Closure**

- The nominee completes all internal paperwork and sends it to the director for closure.
- director writes a formal closure to Complainer and any decision to the subject for considering a corrective action and demonstrating improvement in future.
- AA025 Complaint form, Investigation Notes and closure letter is 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 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** AA025 Complaint form, Investigation Notes and relevant gathered recorded