



1	<b>Purpose:</b> This procedure establishes the system for handling complaints, appeals associated with the certification system and complaint on the certified client.
2	<b>Scope :</b> This procedure is applicable to complaints and appeals
3	<b>References</b> IQCPL - IMS Manual (QMS, EMS & OHSMS) IQCPL-QP-10 - Management System Auditing. IQCPL-QP-18 - Corrective and Preventive actions.
4	<b>Responsibility :</b> Director Technical & BOD is responsible for executing this procedure
5	<b>Description</b>
5.1	<b>Complaints</b>
5.1.1	Complaint is an expression of dissatisfaction, other than appeal, by any person or organization, to IQCPL relating to its activities where a response is expected.
5.1.2	Complaint can be made by any person or organization against the following <ol style="list-style-type: none"> <li>1. IQCPL's operation and / or procedure.</li> <li>2. The auditor, expert, CDMG or staff of IQCPL</li> <li>3. Process of auditing by the auditor</li> <li>4. Misuse of certification status either in the scope or in the logo.</li> <li>5. On the certified client.</li> </ol>
5.1.3	The complaint must be made in writing to IQCPL with complete details of the complainant (Name, Address, Organization, etc.) and description of the problem. Director technical will acknowledge the complaint within three days (excluding postal time) with brief details on the approach and approximate time required for addressing the complaint.
5.1.4	If the complaint has no details of the complainant or the description is not adequate, IQCPL will reserve the right of detailing the complaint as deemed unfit.
5.1.5	On receipt of the complaint IQCPL will examine whether the complaint relates to its certification activity/ certified client. If IQCPL is responsible for the complaint, then it shall register in the complaint register (IQCPL-MKT-06) and shall deal with it. If the complaint is on certified client, the effectiveness of the management system shall be examined. <ol style="list-style-type: none"> <li>a) DT must ensure that the effectiveness of the certified management system is checked by competent auditor(s), who were not involved with the client previously.</li> <li>b) If the complaint is against an officer of IQCPL including DT then it will be investigated by the chairman of the Impartial Committee.</li> <li>c) The complaint shall be closed within <b>45 days</b> of the receiving of the complaint.</li> <li>d) The entire process to be followed meets the requirement of confidentiality as it relates to the complaint and to the subject of the complaint. The complaints are recorded in the complaint register.</li> <li>e) Gather and verify all necessary information to validate the complaint.</li> <li>f) The concerned auditors may be summoned to confirm the facts if it relates to certification activity.</li> </ol>

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5.1.7	<p>DT shall arrange a detailed investigation. An independent review team which is not previously involved in the subject of the complaint is assigned to conduct the investigation. The investigation shall include the following:</p> <ol style="list-style-type: none"> <li>1. Review of pertinent data;</li> <li>2. Interviews with audit team members, as appropriate;</li> <li>3. Interviews with client’s personnel, as appropriate.</li> </ol>
5.1.8	<p>The investigation team will report its finding to Director Technical along with its recommendation for the disposal of the complaint. If the recommendation is for conducting an audit at the certified client premises, it shall be carried out as per clause 5.7.2 of IQCPL-QPR-10.</p>
5.1.9	<p>In general the correction and corrective action shall be taken according to IQCPL- QPR–18.</p>
5.1.10	<p>The progress of investigation and the outcome shall be informed to the complainant to the extent required. A formal notice of the completion of the complaint handling process shall be sent to the complainant.</p>
5.1.11	<p>IQCPL determines the extent of complaint and its resolution to the public in agreement with client and complainant.</p>
5.1.12	<p>The Director Technical will follow each complaint to conclusion and initiate possible preventive actions, if any. Effectiveness of such actions would be assessed and reported in the Management review meetings.</p>
5.1.13	<p><b>For Aged Complaints:</b> complaints that are so complex that they will require careful consideration and detailed investigation beyond the 45 working days target. Where there are clear and justifiable reasons for extending the timescale, IQCPL shall set time limits on any extended investigation, subject to agreement with the complainant. The important consideration in cases which exceed the 45 working days target is that the complainant should be kept updated of the reason for the delay and given a revised timescale for bringing the investigation to a conclusion.</p> <p>JAS-ANZ Reporting – All Aged complaints are reported to JAS-ANZ (Complaints which are not resolved after time period) as per the following</p> <ul style="list-style-type: none"> <li>• original complaint details are communicated</li> <li>• Records of the review of the complaint i.e. causes, corrections &amp; implemented corrective action &amp;</li> <li>• Response to the complainant i.e. communication with client till date and client feedback.</li> <li>• Other records that inform the background to the complaint i.e. evidence collected against complaints, correction and corrective actions.</li> </ul> <p>Submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant.</p>
5.2	<p><b>Appeal</b></p>
5.2.1	<p>Appeal is a request by a client for reconsidering of any adverse decision made by IQCPL related to its desired certification status.</p>

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- 5.2.2** Appeal can be filled by any person or organization on the following reasons:
1. Response on corrective action requests.
  2. Changes in certification scope.
  3. Decisions to deny suspend or withdraw certification.
  4. Any other action that impede the attainment of certification.
  5. Non acceptance of auditor’s findings.
- 5.2.3** Any person or organization can file an appeal against the decision of the IQCPL to the Chairman of Impartiality committee through Director Technical. The appeal must be filed in writing within thirty days of the decision of the IQCPL along with all the necessary documents in support of the appeal.
- 5.2.4** The Director Technical verifies the documents for completeness and may ask for additional documentary support if necessary. Once documents are complete, the Director Technical acknowledges the receipt of the appeal, and then it shall be register in the appeal record (IQCPL-MKT-07). It shall be forwarded to the Chairman of Impartiality committee. The Chairman has the right to either disallow the appeal or to form an appeals committee based on the merit of the contents of appeal.
- 5.2.5** The appeal will be handle by BOD in consultation with Impartiality committee members nominated by the Chairman. It would be ensured that the members had not been involved in the subject matter of the appeal.
- 5.2.6** The head may ask the appellant to present the facts in person to the appeals committee if necessary or if so desired by the appellant.
- 5.2.7**

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<b>5.2.8</b>	<p>The BOD may ask any of the staff, auditors, and group for the facts to help in discharging the appeal based on facts.</p>
<b>5.2.9</b>	<p>The BOD gives its recommendation to the Chairman of the Impartiality committee for necessary action to discharge the appeal to the satisfaction of the appellant. The Chairman will give the decision on the appeal based on the recommendation by the BOD. The decision of the Chairman of the Impartiality committee in this regard will be final.</p> <p>In general the correction and corrective action shall be taken according to IQCPL-QPR-18.</p> <p>The progress of investigation and the outcome shall be informed to the appellant to the extent required.</p> <p>A formal notice of the completion of the appeal handling process shall be sent to the appellant. The Director Technical will follow each appeal to conclusion and initiate possible preventive actions if any. Effectiveness of such actions would be assessed and reported in the Management review meetings.</p> <p>In case the client is not satisfied with IQCPL' s handling of the appeal or the decision arrived at after the stipulated time frame, the client has the liberty to approach the Accreditation Board concerned for redressal, but with prior information to IQCPL.</p> <p>Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant</p>
<b>Records :</b> The following records are maintained in accordance with IQCPL-QP-14	
Customer complaint register	IQCPL-MKT-06
Appeal Record	IQCPL-MKT-07
Complaint and Appeal dispositions	--
Confidentiality agreement	IQCPL-ADM-05