



IND-EXPO CERTIFICATION LIMITED

Page No. : 01 of 03	PROCEDURE MANUAL	Doc No. : PM-QP-10
Issue No. : 07	PROCEDURE FOR HANDLING CUSTOMER COMPLAINTS	Rev. No. : 00
Issue Date : 2024.02.20		Rev. Date : 00

1. OBJECTIVE

1.1 To ensure there is an effective customer complaint procedure in place

2. SCOPE

2.1 This procedure is applicable only for customer complaints received by Ind-Expo Certification Limited

3. RESPONSIBILITY & AUTHORITY:

3.1 Overall responsibility: Director

3.2 Functional responsibility: Certification Manager/Technical Manager (in case of inspection)/Operations Manager

4. RELATED DOCUMENTS

4.1 Customer complaint Form - QP-10-F-01

4.2 Customer complaint Register - QP-10-R-01

4.3 Customer satisfaction questionnaire - QP-10-F-02

4.4 Customer satisfaction questionnaire (inspection) – QP-10-F-03

4.5 Corrective action request form - QP-19-F-01

4.6 Preventive action request form - QP-20-F-01.

5. PROCEDURE

5.1 Receipt and Recording of Customer Complaints

5.1.1 Customer feedback along with customer complaints are collected directly through either Customer complaint Form (QP-10-F-01), or customer satisfaction questionnaire (QP-10-F-02 or QP-10-F-03). Once the customer complaint is received, the recipient shall record the complaint using the complaint form (Doc. No: QP-10-F-01) and refer it to the Director.

5.1.2 Director shall refer the complaint to the Certification Manager/Technical Manager. He/ She shall check whether it is related to certification or inspection activities. Depending on the nature of the complaint such details shall be recorded on the customer complaint register (Doc. No. QP-10-R-01) by the receiver of the complaint by allocating a unique and separate identity in relation to certification and inspection.

5.1.3 If confirmed that it is related to certification or inspection activities then steps **5.2** onwards shall be followed or if not it shall be referred to the relevant Officer by the Director.

5.2 Detailed Investigation of Customer Complaints related to Certification/ Inspection Activities

5.2.1 The Certification Manager/ Technical Manager shall acknowledge the complaint within two working days. The relevant certified client against whom the complaint is made shall be informed of same by the Certification Manager or Technical Manger within five (05) working days.

The Certification Manager/Technical Manager on discussion with the Director shall investigate the complaint and prepare a detailed report on the complaint and submit it to the Director along with the

Reviewed and approved by;
Director/CEO

Issued by;
Management Representative



IND-EXPO CERTIFICATION LIMITED

Page No. : 02 of 03	PROCEDURE MANUAL	Doc No. : PM-QP-10
Issue No. : 07	PROCEDURE FOR HANDLING CUSTOMER COMPLAINTS	Rev. No. : 00
Issue Date : 2024.02.20		Rev. Date : 00

complaint form (Doc. No.QP-10-F-01). A corrective action request shall be completed (QP-19-F-01) by the Certification Manager/ Technical manager.

5.2.3 The Director shall make a decision on the appropriate action.

5.2.4 The Certification Manager or Technical Manager shall inform the recommended decision to the complainant within two working days of the decision by the Director.

5.2.5 The Director shall ensure that any complaint is resolved within one month from the date of complaint.

5.2.6 The Certification Manager or Technical Manager shall maintain all records of complaints in the customer complaint record file and up-date the customer complaint register (DOC NO. QP-10-R-01).

5.2.6 The Certification Manager or Technical Manager shall prepare a summary report of all customer complaints and submit to MR to be tabled at the Management review meeting.

5.2.7 The COMPANY shall determine, together with the client and the complainant, whether and, if so to what extent the subject of the complaint and its resolution be made public.

5.3 Detailed investigation of customer complaints in relation to non-certification Activities

5.3.1 The relevant Manager shall acknowledge the complaint within two working days.

5.3.2 The relevant person against whom the complaint is made shall be informed of same by the relevant Manager within five (05) working days.

5.3.3 The relevant Manager on discussion with the Director shall investigate the complaint and prepare a detailed report on the complaint and submit it to Director along with the complaint form (Doc. No.QP-10-F-01). The Director shall make a decision on the appropriate action. A corrective action request shall be completed (QP-19-F-01) by the Certification Manager or Technical Manager.

5.3.4 The relevant Manager shall inform the recommended decision to the complainant within fourteen (14) working days of the decision by the Director and submit a copy of the report to the Certification Manager or Technical Manager.

5.3.3 The Director shall ensure that any complaint is resolved within one month from the date of complaint.

5.3.4 The relevant Manager shall maintain all records of complaints in the customer complaint record file and up-date the customer complaint register (DOC NO. QP-10-R-01).

5.3.5 The Certification Manager or Technical Manager shall prepare a summary report of all customer complaints and submit to MR to be tabled at the Management review meeting.

5.3.6 The company shall determine, together with the client and the complainant, whether and, if so to what extent the subject of the complaint and its resolution be made public.

Reviewed and approved by;
Director/CEO

Issued by;
Management Representative



IND-EXPO CERTIFICATION LIMITED

Page No. : 03 of 03	PROCEDURE MANUAL	Doc No. : PM-QP-10
Issue No. : 07	PROCEDURE FOR HANDLING CUSTOMER COMPLAINTS	Rev. No. : 00
Issue Date : 2024.02.20		Rev. Date : 00

5.4 Customer complaints procedure shall be made publicly available. It shall be posted in the company web-site.

Reviewed and approved by;
Director/CEO

Issued by;
Management Representative