



IND-EXPO CERTIFICATION LIMITED

Issue No.06	Issue Date: 2016-05-01	PROCEDUREMANUAL	Doc. No. PM-QP-10
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1. OBJECTIVE : To ensure there is an effective customer complaint procedure in place

2. SCOPE : This procedure is applicable only for customer complaints received by Ind-expo Certification Limited

3. RESPONSIBILITY & AUTHORITY :

Overall responsibility : Director

Functional responsibility : Certification Manager/Operations Manager

4. RELATED DOCUMENTS

Customer complaint Form - QP-10-F-01

Customer complaint Register - QP-10-R-01

Customer satisfaction questionnaire - QP-10-F-02

Corrective action request - QP-19-F-01

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 through customer satisfaction questionnaire (QP-10-F-02). 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. He/ She shall check whether it is related to certification 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.

5.1.3 If confirmed that it is related to certification 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 Activities

5.2.1 The Certification 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 within five (05) working days.

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

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

5.2.4 The Certification Manager shall inform the recommended decision to the complainant

Reviewed and approved by : Director

Issued by : Management Representative



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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 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 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.

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.

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 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.

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

Reviewed and approved by : Director

Issued by : Management Representative