



IND-EXPO CERTIFICATION LIMITED

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Issue No. : 07	PROCEDURE FOR HANDLING CUSTOMER COMPLAINTS	Rev. No. : 00
Issue Date : 2024.02.20		Rev. Date : 00

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. DEFINITIONS	<p>Customer Complaint: an expression of dissatisfaction made to an organization, related to its products, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.</p> <p>Customer Satisfaction: a customer's perception of the degree to which their needs and expectations have been fulfilled.</p> <p>Corrective action: a systematic process to identify the root cause of a nonconformity and take action to eliminate it and prevent recurrence, ensuring continual improvement of the Management System.</p>
4. RESPONSIBILITY	<ul style="list-style-type: none">• Overall responsibility: Director and GM• Functional responsibility: Certification Manager/Operations Manager
5. RELATED DOCUMENTS	<ul style="list-style-type: none">• Customer complaint Form - QP-10-F-01• Customer complaint Register - QP-10-R-01• Customer satisfaction questionnaire - QP-10-F-02• Corrective action request form - QP-19-F-01

6. PROCEDURE

6.1. Receipt and Recording of Customer Complaints

- 6.1.1. Once communication is received from the applicant that they are ready for the Stage II audit a letter confirming (verbally communicated prior to this) the date of the Stage II audit together with the audit plan shall be sent to the client.
- 6.1.2. 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.

Reviewed and approved by;
Director/CEO

Issued by;
Management Representative



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6.1.3. 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 by allocating a unique and separate identity in relation to certification.

6.1.4. If confirmed that it is related to certification then steps **6.2** onwards shall be followed or if not, it shall be referred to the relevant Officer by the Director.

6.2. Detailed Investigation of Customer Complaints related to Certification

6.2.1. 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.

6.2.2. 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 (QP-10-F-01). A corrective action request shall be completed (QP-19-F-01) by the Certification Manager.

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

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

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

6.2.6. The Certification Manager shall maintain all records of complaints in the customer complaint record file and up-date the customer complaint register (QP-10-R-01).

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

6.2.8. 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.

6.3. Detailed investigation of customer complaints in relation to non-certification activities

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

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

6.3.3. 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 (QP-10-F-



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- 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.
- 6.3.4. 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.
- 6.3.5. The Director shall ensure that any complaint is resolved within one month from the date of complaint.
- 6.3.6. The relevant Manager shall maintain all records of complaints in the customer complaint record file and up-date the customer complaint register (QP-10-R-01).
- 6.3.7. The Certification Manager shall prepare a summary report of all customer complaints and submit to MR to be tabled at the Management review meeting.
- 6.3.8. 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.
- 6.3.9. Customer complaints procedure shall be made publicly available. It shall be posted in the company web-site.