



Handling customer complaints and appeals Procedure

Doc # ACTS/02/01
Rev # 00
Issue Date 01-09-2022

1.0 Purpose:

This procedure covers handling of complaints and appeals raised during IMS certifications that has been unintentionally produced and distributed contrary of IMS standards. This procedure covers the identification, traceability in the shortest possible time. The main objectives are;

- To prevent potential or actual problem from becoming major problem / crises.
- To provide timely and accurate information to customers in an effective manner.
- To efficiently manage potential or actual problems and incidents while protecting customers, the company reputation and business performance.

2.0 Scope:

This procedure applies to all concerned officers to deal with all directly/indirectly received complaints or appeals, and contained in this programme is applicable to Al-Waiz Certification and Training Services Pvt Limited (ACTS) IMS certified clients.

3.0 Responsibilities:

Any member of complaint and appeal committee receiving a complaint related to a potential problem must promptly obtain information about problem and notify the CEO / Manager Certification upon learning of any extortion incident.

Manager Certification is responsible to call out a meeting of complaint and appeal Committee (Ref # ACTS/03/17) to discuss necessary actions to be taken.

Manager Certification is responsible to coordinate with committee members about the actions taken and not to be taken about complaint / Appeal. If complaint or appeal is against Manager Certification, then CEO is responsible for it.

Manager Certification is responsible to identify the points where the potential problems occurred or from where the information's is to be collected.

4.0 Method

4.1 Appeals-handling

The appeals-handling process include at least the following elements and methods:

- a) an outline of the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to it, taking into account the results of previous similar appeals;
- b) Keep record of all appeals and also acknowledge the receipt of appeals.
- c) tracking and recording appeals, including actions undertaken to resolve them;
- d) ensuring that any appropriate correction and/or corrective action is taken.

4.2 Complaints-handling

The complaints-handling process include at least the following elements and methods:

- a) an outline of the process for receiving, validating, investigating the complaint, and for
- b) deciding what actions are to be taken in response to it;



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- c) tracking and recording complaints, including actions undertaken in response to them;
- d) ensuring that any appropriate correction and/or corrective action is taken.
- e) The members of this Committee shall be independent from any subject of the complaint.
- f) In complaints by consumer matter. If the result of the complaint found to be justified, then certificate holder will compensate the damage.

5.0 Procedure:

The Initial Alert:

The first alert to potential complaints may come in many ways e.g.

- Telephone
- Fax
- Email
- Website
- Letter
- In person
- Auditing
- Client
- Technical

After receiving complaint or appeal from any of the above source, it is recorded in the Customer Complaint Log. Person who will receive the complaint / appeal will note and update the Log Book. All possible required information will be gathered from customer in case of any ambiguity. If it is simple in nature then same person will resolve and notify the customer but if it is relevant to certification then it is forwarded to Manager Certification, who is responsible for making all necessary investigations along with support documents and then case would be submitted to Complaint / appeal committee for further analysis and decision.

Complaint or appeal Committee will review, analyze, and investigate the complaint / appeal by raising Corrective Action Request (CAR). The CAR is then directed towards relevant officer/department for investigating the root cause and taking corrective action with a deadline. The concerned department will find out the root cause of the complaint, suggests and takes corrective action and informs the Manager Certification. The remedial measures taken by the concerned officer/department is reviewed / evaluated. If, as a result of such evaluations, the complaint is found to be justified, the certificate holder will be required to compensate for the damage caused under the relevant provisions of the contract. If they agreed upon that the action may be withdrawal of certificate, The Manager Certification notifies the following individuals:

- CEO
- Technical Manager

Assessment of the Effectiveness of a complaint / Appeal:

To determine if complaint and appeal has been carried out successfully, the following is considered by the complaint and appeal committee:

- The speed of the complaint / appeal actions;
- The time taken to retrieve the certificate from client;



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- The accuracy and traceability of records relating to the problems and its location in the certification process;
- The accuracy of identification of the problem in the certificate;
- Management of any adverse publicity; and
- Development of an action plans to manage and implement any system deficiencies that were identified

Related Documents:

- Compliant and Appeal Form (Ref # ACTS/03/21)
- Complain and appeal committee (Ref # ACTS/03/17)
- Complaint and Appeal Log (Ref # ACTS/03/54)

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Prepared and reviewed by:
Manager Certification (MR)

A handwritten signature in blue ink, appearing to be 'A. M. ...', written over a horizontal line.

Approved by:
Chief Executive Officer