

OBJECTIVE: To follow procedure when handling complaints relating to Management Systems Certification and Product Certification

SCOPE: It is applicable only for Complaints received by Ceycert on Management Systems Certification and Product Certification activities and/or certified clients relating to Management Systems Certification and Product Certification activities

RESPONSIBILITY:

Director: Director is responsible for processing the complaints and submission of reports to the committee appointed.

Manager- Certifications: is responsible for registering the complaint and co-ordinate with the complainant till the complaint is rectified.

REFERENCE DOCUMENTED INFORMATION:

1. Complaint Form
2. Complaint Register
3. Report on Complaint
4. Procedure for Corrective action

PROCEDURE:

1. Ceycert shall verify whether the complaint relates to certification activities that it is responsible for and, if so, shall register the complaint. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.
2. Valid complaint is received to Ceycert, will be registered in the complaint register and enter to complaint form. Once it is received, any complaints shall be acknowledged the complaint by the Manager - Certifications.
3. Director shall investigate the complaint and prepare a report which may involve a visit to the applicant/certificate holder/client, complainant.
4. The decision to be communicated to the complainant
5. If the result of the complaint is a recommendation for suspension or cancellation of the certificate, the report shall be communicated to the certification committee for recommendation and approval.
6. The results of complaint shall be communicated to both complainant and the certificate holder/client involved.
7. All records related to the complaint ensuring that appropriate correction and corrective action are taken shall be maintained and submitted such records to the management review meeting.
8. Customer complaint investigation cycle is completed within one month.