

PROCEDURE FOR COMPLAINTS

CEY CERT (PRIVATE) LIMITED

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:

Managing 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. Report on Complaint
3. 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 Managing Director of Ceycert, will be registered and enter to complaint form. Once it is received, any complaints shall be acknowledged the complaint by the Manager - Certifications.
3. The personnel involved in handling and deciding complaints are different from those who carried out the original audit or certification decision, ensuring impartiality.
4. Director or if need appointed committee shall investigate the complaint and prepare a report which may involve a visit to the applicant/certificate holder/client, complainant.
5. The decision to be communicated to the complainant. Confirmation from the complainant explicitly acknowledging that they are satisfied with the resolution has to be taken.
6. 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.
7. The results of complaint shall be communicated to both complainant and the certificate holder/client involved.
8. 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.
9. Customer complaint investigation cycle is completed within one month.