	Technical Inspection and verification Co., Ltd. Quality Procedure	No.	QP/06
		Revision No.	00
		Date	01-06-2020

1.0 Purpose

The purpose of this procedure is to describe process followed to receive, evaluate, validate and make decisions on complaint and appeal received from the applicant, candidate, certified person and others.

2.0 Scope

2.1 This procedure covers all complaint and appeal received at organization by any means, like written, verbal etc.

3.0 Responsibility

3.1 **Management Representative** is responsible for closing of complaint and appeal and make decision on complaint and appeal.

3.2 **Certification Manager / Certification personnel** are responsible for receipt, validating, handling, analysing the complaint and appeal.

4.0 Description of activity

4.1 Receipt of complaint and appeal

4.1.1 Complaint and appeal received from applicant, candidate, certified person / interested party by any means or by any one is first of all recorded in the complaint and appeal report (F/CCS/03) with the details of;

- Sr. No.,
- Mode of receipt,
- Received by,
- Name of applicant, candidate, certified person / interested party,
- Description of complaint and appeal,
- Reference of certification scheme against, which complaint is raised alongwith the reference of applicant, candidate, certified person.

4.1.2 After receipt of the complaint and appeal, Management Representative first validate complaint and appeal and then reply to applicant, candidate, certified person for receipt of the complaint and appeal and inform the approx. time required to investigate this complaint and appeal. If the investigation of complaint and appeal takes more time, then complainant / appellent is informed the progress report also.


4.1.3 Applicant, candidate, certified person / interested party' complaint and appeal report (F/CCS/03) are issued to the Certification personnel or Certification Manager for analysing the root cause.

4.2 Evaluation of Complaint and appeal

4.2.1 Certification Manager / Certification personnel reviews the complaint and appeal for;

- Delay in submission of certificate,
- Wrong evaluation / less marks in evaluation,
- Name and other details are not correct, which is printed on certificate,
- Practical demonstration is not adequate, considering the certification scheme,

Prepared By	Approved By	Signature	Page
Management Representative	MD		2 of 4

	Technical Inspection and verification Co., Ltd. Quality Procedure	No.	QP/06
		Revision No.	00
		Date	01-06-2020

- Infrastructure is no up to the mark considering the certification scheme etc.
- Any other problem identified by the Applicant, candidate, certified person / Interested party.

4.2.2 Applicant, candidate, certified person / Interested party complaint is analysed for the root cause. After identification of root cause the necessary actions are taken to resolve the complaint.

4.2.3 Then the Applicant, candidate, certified person / Interested party are replied accordingly. Also necessary actions are taken at Applicant, candidate, certified person / Interested party end, if required to resolve the complaint. Considering seriousness of complaint and appeal, Management Representative or their nominee may visit the Applicant, candidate, certified person / Interested party, wherever required. Based on his feedback the complaint is closed by Management Representative. If required, applicant, candidate, certified person is asked to submit the Certification item again to resolve the complaint and appeal.

4.2.4 Criteria for categorisation of complaint and appeal and time frame for handling the same;

Nature of complaint and appeal	Justification	Time frame to handle complaint and appeal
Serious	<ul style="list-style-type: none"> • Course or examination not done up to the mark 	Within 7 days after date of receipt
Major	<ul style="list-style-type: none"> • Mistake in certificates 	
Minor	<ul style="list-style-type: none"> • Delay in submission of certificate • Spelling mistakes in certificate 	

4.3 Decision on complaint and appeal

4.3.1 Based on analysis of applicant, candidate, certified person / interested party' complaint, final settlement is done with applicant, candidate, certified person / interested party by Management Representative considering the seriousness of complaint. Certification Manager identifies need for taking corrective and preventive action to remove / avoid applicant, candidate, certified person / interested party' complaint in future and accordingly concerned person is informed.

4.3.2 All the complaint and appeal received by Organization will be closed within 15 days after receipt of the complaint. MD and Management Representative is authorised for closing of complaint. It is ensured that the outcome of the complaint is made by an independent person who might not be involved in the original organization activities in question.

4.3.3 The applicant, candidate, certified person is given the formal notice of the end of the complaint and outcome of the complaint and appeal. The decision on the complaint and appeal is made by MD and the decision in conveyed to applicant, candidate, certified person for the complaint and appeal.

4.4 Certification Manager monitors effectiveness of corrective and preventive action by reviewing results for suitable time on case to case basis.

Prepared By	Approved By	Signature	Page
Management Representative	MD		3 of 4

	Technical Inspection and verification Co., Ltd. Quality Procedure	No.	QP/06
		Revision No.	00
		Date	01-06-2020

4.5 If any major changes in any of the relevant documents are necessary by way of corrective and preventive action or complaint, then this is done as per procedure for document control and records are maintained.

5.0 References

5.1 QP/07 Procedure for Document and data control.

6.0 Enclosures Nil

7.0 Formats / Exhibits

7.1 F/CCS/03 Complaint and appeal report

Prepared By	Approved By	Signature	Page
Management Representative	MD		4 of 4