

COMPLAINTS HANDLING

1.0 PURPOSE

To define the AQA-India system for complaints handling.

2.0 SCOPE

- 2.1 This procedure applies to complaints received from clients, interested parties and on certification activities that AQA India is responsible.
- 2.2 This procedure applies to Complaint on certified clients by others, on effectiveness of certified management system.

3.0 RESPONSIBILITIES

The Designated person is responsible for gathering and verifying all necessary information to validate the complaint and implementation of this procedure. The person involved in assessment of client in question shall not involve in the complaint handling process.

4.0 PROCEDURE

- 4.1 Upon receipt of a complaint, designated person shall confirm whether the complaint relates to certification activities that it is responsible for and, if so, shall deal with it.
- 4.2 If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.
- 4.3 The designated person or Director shall also refer any complaint about a certified client to the certified client in question at an appropriate time.
- 4.4 Receipt of complaint:
 - 4.4.1 As soon as complaint is received by AQA India, the designated person shall acknowledge the receipt and to establish communication with the complainant.
 - 4.4.2 The complaint shall be evaluated, through verifying the facts with the assessors involved, AQA India staff involved in certification activities and if required the client representative.
 - 4.4.3 The records of above verification is compiled by the designated person and submitted to the Director to make a decision on complaint.
 - 4.4.4 The complaint received is subjected to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.
 - 4.4.5 All complaints are recorded and serial numbering given to each complaint as received. Tracking of complaint and actions taken on complaint will be updated as soon as decision on complaint is taken.
 - 4.4.6 If the resolution of complaint needs any correction in AQA India's management system, corrections and corrective actions are initiated and recorded in F-041, Corrective action report and F-030, corrective action log will be updated.
 - 4.4.7 The progress and outcome of the complaint handling process shall be provided to the complainant, whenever possible. The decision to be communicated to complainant to be made by or reviewed and approved by designated persons not previously involved in the subject of the complaint.

- 4.4.8 Decision to communicate to the client shall be made by or reviewed and approved by Director only. (if Director is involved in assessment team of the client in question, Management Representative shall make the decision).
- 4.4.9 At the end of the complaint handling process, AQA India shall communicate to the complainant, whenever possible, through a format notice.
- 4.4.10 Director, together with the client and the complainant shall make decision, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public. Depending on outcome, the complaints are made public by posting in www.aqa.in.

5.0 RECORDS

- 5.1 AQA Corrective Action Forms
- 5.2 Complaint investigation records, letters.
- 5.3 Preventive action record.

6.0 Reference Formats:

F-030 Corrective action log on complaints.

7.0 REVISIONS

Rev.1-Consequent to the comments in the document review
Rev-2 Format-F-030 cross referred.