

## **STQC CERTIFICATION SERVICES**

### **APPEAL**

- 1 Any party which feels affected can appeal to the Advisory Board against the decision of Certification Body to grant, suspend or cancel certification of System / Product.
- 2 The appellant shall lodge a notice of appeal with the Advisory Board within six weeks of a decision, which he deems to be incorrect. Advisory Board shall refer the matter to the Management Committee/CEO and seek a detailed statement from it.
- 3 The Management Committee/CEO shall forward a detailed statement to the supplier with a copy to the Advisory Board, indicating the basis for its decision. If the appellant still wishes to pursue his appeal he shall forward to the Advisory Board, a statement within four weeks giving his case for continuing the decision.
- 4 Chairman, Advisory Board shall appoint a Committee consisting of three members, two of which being acceptable to each party. He shall also nominate one of the Committee members as the Chairman. Each of the parties to the dispute shall be invited to nominate two representatives to appear on their behalf before the Committee. All formal evidences shall be submitted at least one week before the date of hearing.
- 5 Recommendation of the Committee shall be put up to the Chairman of the Advisory Board, whose decision shall be final and binding on both parties.

Interested parties can register appeals in writing addressed to

DG STQC,  
Electronics Niketan,  
6, CGO Complex,  
New Delhi - 110003

### **COMPLIANTS / DISPUTES / FEEDBACKS**

- 1 All complaints received by STQC Certification Services shall be registered and acknowledged to the complainants/disputes by the Management Representative.
  - a) For complaints/disputes against the clients of STQC Certification Services, the MR shall review for admissibility of complaint and if admissible, shall nominate a person to investigate.
  - b) For complaints/disputes against STQC Certification Services the MR shall himself carry out necessary investigation.
- 2 Following the registration of a complaint/dispute, the respective nominee shall

initiate related actions. These includes preferably through telephone or any other means:

- \* Re-acknowledgement of the receipt of complaints/disputes to the complainant
- \* Ensuring that the complainant has already logged the complaint/disputes in writing to the client
- Polite discussions with the complainant
- Ensuring whether the complainants would like his/her name to be disclosed
- Advising the complainants of the next step and time scale of actions

**3** After the initial actions, the respective nominees investigate the complaints/disputes and

- \* Make a judgment whether additional visit to the client is required
- Where a visit is required, then the client is contacted to arrange a visit within a target of two weeks at a mutually convenient date.

**4** The targeted time scales for completion of action and closure of complaints/disputes are

- 15 working days from receipt to closure, if no client visit is required
- 30 working days from receipt to closure, if a client visit is required

In case the above time scales are exceeded, then an interim reply is sent to the complainant, with a copy to CEO, explaining:

- \* Reasons for elongated time scale
- Forecast the possible completion date

Alternatively, the nominee shall seek to escalate the complaints/disputes to the notice of the CEO for his intervention in disposal action with interim reply to the complainant explaining the situation.

**5** On completion of the investigation, the nominee shall (preferably speak to the complainant)

- Inform the complainant about the conclusions of the investigation
- Formal communication of resolution and closer of compliant

**6** For complaints/disputes relating to STQC Certification Services, the nominee shall write a confirmation letter to the complainant along with a copy to the CEO for information. Further where necessary all corrective/preventive actions are

initiated to prevent recurrence.

- 7 For complaints/disputes against clients of STQC Certification Services, the nominee shall write an appropriate confirmation letter to the complainant with a copy to MR for information.

Further the nominee shall ensure that an appropriate brief is provided for any further auditing of the client during next assessment visit, besides identifying any internal corrective/preventive action.

Since the issue of confidentiality is involved, it is not advisable to convey anything that is not publicly known. Therefore, it is, suggested to use the following options while sending a confirmation letter to the complainant:

- a) If STQC Certification Services believed that the complaint is not justified, then the suggested sentence is “we are satisfied that the company has followed its procedure for customer complaints/corrective actions and the routines comply with the requirements of applicable standards”.
- b) If STQC Certification Services believes that the customers’ complaint against its clients is justified, the suggested sentence is “we are satisfied that the required corrective actions have been taken/initiated under the clients system and the same will be monitored during the normal schedule of surveillance visits”.

- 8 On completions of all actions as identified above the registered complaints/disputes can be deemed to have been satisfactorily resolved. Further information on all complaints/disputes and related actions shall be duly reported to the Management Committee as well as the Advisory Board. Management Committee has the overall responsibility to ensure adequacy/appropriateness of the actions and satisfactory resolution.

### **FEEDBACK**

- 1 To improve STQC Certification Services processes, client feed back system has been established.

- 2 STQC Certification Services will aim to gather clients' impressions about

- STQC HQ/Regional Office Responsiveness
- Reaction on Service Delivery Time(s)
- Assessment Methodology
- Assessors Approach
- Expectations from STQC Certification Services
- Any specific issues/experiences
- How STQC can be of better service

- 3 The impressions gathered through feedback shall be reported to Chief Executive, STQC Certification Services for follow up activities.
- 4 The Chief Executive shall analyze the feedback so received and instruct follow-up actions to be taken by STQC Certification Services.

N.B. Interested parties can register Complaints / Feedbacks on-line at STQC website [www.stqc.nic.in](http://www.stqc.nic.in) or through a letter addressed to

CEO Certification,  
Electronics Niketan,  
6, CGO Complex,  
New Delhi - 110003