



STQC Certification Services
Complaints / Disputes / Feedback

Document : SYS/P08
Issue : 06
Revision : A
Date : 21-11-2016
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0.1 Approval and Issue

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Reviewed by : _____
Management Representative

Approved by : _____
Chief Executive Officer

Note :

1. Management Representative is responsible for issue and distribution of this document including amendments.
2. Holder of this copy is responsible for incorporation of all the amendments and currency of the documents.



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0.2 Amendment Record

Amendment No.	Date of Amendment	Nature of amendment	Page Ref.
1	13 Feb,2013	Cl. Nos : 3,7 amended for removal of EMS docs.	2,3,5
2	21.11.2016	Issue 06, aligned to ISO 17021-1:2015	2-7



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1.0 Purpose and Scope

1.1 The purpose of this document is to establish procedures for complaints/disputes handling with a view to deriving maximum benefit from any criticism about STQC Certification Services or its clients. Where necessary, corrective actions and quality improvement actions are initiated following an analysis.

1.2 The scope of this document covers:

- Complaints/disputes against the clients of STQC Certification Services;
- Complaints/disputes raised against STQC Certification Services.

2.0 Responsibility

Management Representative (MR)	:	Responsible for Registration Acknowledgement
	-	Management of all activities leading to satisfactory disposal
	-	Providing information to CEO & Management Committee on related actions
Regional Manager (s)	:	Responsible for actions on the advise of MR
Management Committee and CEO	:	Overall responsibility for satisfactory Resolution on escalation

3.0 Associated Documents

SYS/D01	-	Quality Manual
SYS/D02	-	Products (Schemes)
QMS/D01	-	QMS Certification Manual
SCS/D01	-	Safety Certification Manual



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4.0 Definition

For the purposes of this document, the definition contained in Doc.SYS/ D01 shall apply.

5.0 Resources

For the purposes of the activities defined in this document, the personnel resources are identified in SYS/D03.

6.0 Procedure

6.1 All complaints/disputes received by STQC Certification Services shall be serially registered and acknowledged to the complainants by the Management Representative within two working days. Simultaneously

a) For complaints/disputes against the clients of STQC Certification Services, the MR identifies the respective Regional Manager(s) as nominee and forwards copies of complaints/disputes for necessary investigation by fastest means.

b) For complaints/disputes against STQC Certification Services the MR shall himself be the nominee for necessary investigation.

6.2 Following the registration of a complaint/dispute, the respective nominee shall initiate related actions within three working days. 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

6.3 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



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a target of two weeks at a mutually convenient date.

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

- 10 working days from receipt to closure if no client visit is required
- 20 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 involvement in disposal action with interim reply to the complainant explaining the situation.

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

- Inform the complainant about the conclusions of the investigation
- Ensure that the complainant understands the limitation of STQC Certification Services on complaints against its clients
- Try to gain acceptance of the resolution

6.6 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.

6.7 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. CB owns the responsibility for all decisions at all levels of this complaint handling process

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



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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”.

6.8 On completions of all actions as identified in pares 6.6 & 6.7 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. CB ensures that submission, investigation and decision on complaints does not result in any discriminatory actions against the complainant.

7.0 Feedback

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

7.2 Once in a year the MR shall in consultation with CEO shall select an appropriate number of clients for obtaining feed back. The clients selected should and cover all regions. Any other Alternative method can also be used to obtain Feedbacks.

7.3 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

7.4 The impressions gathered through feedback shall be Reported to Chief Executive, STQC Certification Services for follow up activities.

7.5 The Chief Executive shall analyze the feedback so received and instruct follow-up actions to be taken by STQC Certification Services.



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COMPLAINT FORMS

1. Complaint Sl.No. :
2. Date of complaint received:
3. Client Name: Client Ref:
4. Nature of complaint:
(Whether against certification scheme, client or STQC Certification Body)
5. Scheme Reference: 'QMS' - 'S'
6. Date of acknowledgement sent to client
7. Complaint details

8. Name of scheme nominee
9. Action by the scheme nominee

10. Status of action taken - open/closed
11. Date of closure of complaint