



**GLOBAL MANAGEMENT CERTIFICATION SERVICES
PRIVATE LIMITED**

Document No.

P-06

PROCEDURE

Version.

2.00

Appeals & Complaints

Date of Issue

04.04.2016

	Name	Designation	Signature	Date
Reviewed & Approved By	K.Siva Naga Prasad	Managing Director		04.04.2016

Revision History

Version	Date	Description	Remarks
2.00	04.04.2016	Procedure revised based on the comments received from NABCB Assessors during Document Review. Documents revised as per ISO 17021-1:2015	Also name changed

1.0 Purpose

To lay down a procedure to receive, evaluate and make decisions on appeals and complaints.

2.0 Scope

All appeals and complaints brought before GMCSPL by customers or other parties

3.0 Responsibility and Authority

GM certification is over all responsible

4.0 Policy & Procedure

4.1 GMCSPL endeavor to action on any claim of dissatisfaction that is brought to its attention by any interested party. Expressions of dissatisfaction have been categorized as follows:

- Appeal: Request by the customer or other parties for reconsideration of any decision made by GMCSPL related to its certification process.
- Complaint: expression of dissatisfaction, other than appeal, by any person or organization to GMCSPL relating to its activities/ actions in writing.

4.2 Dealing with Appeal and Complaint

MD ensures that all interested parties are made aware through appropriate means such as contracts, meetings, etc, of the existence of the appeals and complaint procedure. Appeals and Complaint handling process is publicly accessible on GMCSPL website www.mcsglobal.in

MD ensures that the persons engaged in the appeals and complaints handling process are different from those who carried out the audits and made the certification decisions.

MD ensures that the submission, investigation and decision on appeals don't result in any discriminatory actions against the appellant.

4.2.1 Appeal

Appeals are recorded in 'Appeal & Complaint Form (F-23)' by GM and discussed with the MD to take necessary action. The appellant is informed about the GMCSPL response taking into account the results of previous similar appeals.

If the appellant is not satisfied with the response from the GM, MD constitutes an Committee for safeguarding impartiality as per P-02. The appellant has the right to agree to the composition of the Committee and may challenge its composition. The Appeals Committee meets and makes its recommendations within 30 days to MD. MD decides and conveys its decision to the appellant.

The appellant may decide to take the appeal to binding arbitration and agrees that this is the final action that can be taken.

Through the whole steps for handling appeal and complaints, the appellant can formally present its case. The appellant is provided with the progress reports and the outcome including the reasons thereof. The decision is communicated to the appellant made by or reviewed and approved by individual(s) not previously involved in the subject of the appeal with the formal notice of the end of the appeal-handling process.

GM Tracks and records the appeals, including actions undertaken to resolve them; and also any appropriate correction and corrective action are taken.

4.2.2 Complaint

GM records all complaints in Appeal & Complaint form (F-23) and acknowledges the receipt of the complaint.

- a. If the complaint relates to GMCSPL certification activities, GM reviews the complaint and gathers necessary information to ensure that complaint is supported by sufficient objective evidence and is satisfied that all attempts have been made to resolve the issue at the appropriate levels. If complaint is found valid for consideration, GM analyses and makes necessary correction and corrective actions and communicates the details of correction and corrective actions to complainants for resolve it.
- b. If the complaint relates to a certified client, then examination of the complaint considers the effectiveness of the certified management system onsite through a short notice audit.

Any complaint about a certified client is also referred to the certified client in question at an appropriate time by the GM.

GM reviews the complaint and gathers necessary information to ensure that complaint is supported by sufficient objective evidence and is satisfied that all attempts have been made to resolve the issue at the appropriate levels. If complaint is found valid for consideration, GM tracks and analyses correction and corrective actions if any and same will be communicated to complainant and clients for resolve it.

The GM requests the client to respond within 25 days on the complaints with details of the action taken/ proposed considering the immediate and long-term aspects. All related correspondence is kept in complaint file.

If the GM cannot resolve the issue, it is referred to MD. Matters that cannot be resolved by MD are transferred to the board of committee for impartiality.

Wherever possible, GM provides the complainant with progress reports and the outcome.

The decision is communicated to the complainant made by or reviewed and approved by individual(s) not previously involved in the subject of the complaint with the formal notice of the end of the complaints-handling process.

The process is treated as per the requirements for confidentiality. GM determines, together with the client and the complainee, whether and, if so to what extent, the subject of the complaint and its resolution is made public.

GM tracks and records all the complaints along with correction and corrective actions.

5.0 Correction and Corrective Action

MD ensures that appropriate correction and corrective action(s) is/ are taken as quickly as practicable as per the procedure P-14 against complaints and appeals.

6.0 Records

1. Appeal & Complaint Form (F-23)