



## **QUEST CERTIFICATION PRIVATE LIMITED**

### **COMPLAINT & APPEAL PROCEDURE**

Upon receipt of a written or verbal complaint, it shall be recorded on Form P12/01 Complaints/Appeals record. Any correspondence connected with the complaint shall be attached to this form. The QCPL acknowledges the receipt of the complaint.

If the complaint relates to the QCPL certification activities, then Impartiality Committee deal with it. QCPL Impartiality Committee is responsible for all decisions at all levels of the complaints. If the complaint relates to certified client, then examination of the complaint consider the effectiveness of the certified management system onsite through short notice audit.

Any complaint about the certified client is also referred to the certified client in question at an appropriate time by IMPARTIALITY COMMITTEE

The IMPARTIALITY COMMITTEE shall review the complaint and gather necessary informations to ensure that complaint is supported by sufficient objective evidence and is satisfied that all attempts have been made to resolve the issue at appropriate. If the complaint is found valid or consideration, IMPARTIALITY COMMITTEE analyses and makes follow ups with complainant and complaine. The complaint details, its validation and investigation are referred in the complaint form P12/01

The IMPARTIALITY COMMITTEE decide on the appropriate remedial action and the person(s) responsible for that action, which shall be recorded on Form P12/01.

When the remedial action has been satisfactorily completed the IMPARTIALITY COMMITTEE shall sign the appropriate box on Form P12/01. IMPARTIALITY COMMITTEE ensures the appropriate correction and corrective actions are taken. QCPL ensures that the submission, investigation and decision on complaints will not result in any discriminatory actions against the complainant.

The complaint shall be informed in writing of the outcome or the ongoing situation within twenty working days of receipt of the complaint. The complainant can refer the



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complaint to (Accreditation board) if he is not satisfied with the resolution of complaint .The aged complaints shall be referred to the accreditation board  
Generally all complaints shall be satisfactorily closed-out within twelve weeks of receipt.

Wherever possible the IMPARTIALITY COMMITTEE provides the complainant with progress reports and the outcome.

The decision is communicated to the complainant made by or reviewed and approved by individuals not previously involved in the subject of the complaint with the formal notice of the end of the complaint handling process.

The process is treated as per the requirements for confidentiality.

The IMPARTIALITY COMMITTEE determines together with the client and complainant, whether and if so to what extent, the subject of the complaint and its resolution is made public.

The complaint handling procedure shall be made available in our website.

The branch offices shall be emailed asking for a summary of complaints and appeals.

### **COMPLAINTS AGAINST CERTIFICATED ORGANISATION/SITES**

The audit team during any audits shall review the organisation/sites complaints register for compliance to requirements as;

- i) Complaints represent a source of information as to possible non-conformity. On receipt of a complaint the organisation should establish and where appropriate report on the cause of the nonconformity, including any predetermining (or predisposing) factors within the management system.  
The complainant can refer the complaint to (Accreditation board)if he is not satisfied with the resolution of complaint .
- ii) Such investigation enables the planning of corrective action, which should include measures for:



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- notification of clients, public or appropriate authorities if required by regulation.
- restoring conformity as quickly as practicable
- preventing recurrence; evaluating and mitigating any adverse environmental effects.
- ensuring satisfactory interaction with other components of the management system such as occupational health and safety, and quality; assessing the effectiveness of the above measures.

The implementation of the corrective action should not be deemed to have been completed until the effectiveness of all the above has been demonstrated and the necessary changes made in the procedures, documentation and records.

- iii) Auditors should check that, where any such non-conformity or failure to meet the environmental policy is revealed, the organisation has investigated its own systems and procedures and taken appropriate corrective action.  
Any non-compliance shall incur a CAR.



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### APPEALS PROCEDURE:

The auditee has the right of complaint against recognised activities of the certification body and the right of appeal against any decision made under the certification conditions. The complaint shall be reviewed by QUEST CERTIFICATION (P) LTD Impartiality Committee. .

Records shall be kept of appeals.

The QCPL Impartiality Committee ensures that all interested parties are made aware through appropriate means such as contract, meetings etc of the existence of the appeal and compliant procedure.

The QCPL Impartiality Committee is responsible for all decisions at all levels of the appeals-handling process. The QCPL ensures that the persons engaged in the appeals-handling process are different from those who carried out the audits and made the certification decisions. The appeals process is independent of the certification process.

QCPL ensures that the Impartiality Committee responsible for appeal process are not previously involved in the subject of the appeal.

The QCPL Impartiality Committee ensures that the submission, investigations and decision on appeals don't result in any discriminatory actions against appellant.

In the event of a Customer (organisation/site) appealing against any decision made by the certification body, they shall be asked by letter to give written notice of their appeal.

Receipt of the written or verbal appeal shall be recorded on Form P12/01 Appeals register.

The details of the appeal made, its validation and investigation are referred in the appeal register

The actions taken are recorded on the appeal register. QCPL is responsible for gathering and verifying all necessary information to validate the appeal

The Impartiality Committee ensures the appropriate correction and corrective actions are taken.



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The QCPL acknowledges the receipt of the appeal and the appellant is provided with the progress reports and the outcome including the response thereof.

The Impartiality Committee carries out investigation of the appeal taking into account results of previous similar appeals. The Impartiality Committee submits a report indicating the results of investigation and the actions to be taken as well as the reply to be sent to the client.

Any correspondence connected with the appeal shall be attached to this form, and shall be passed to the QUEST CERTIFICATION (P) LTD Impartiality Committee members.

The appellant must have provided factual information giving substantial grounds for appeal within the specified time scales. This criteria should be passed to the QUEST CERTIFICATION (P) LTD Impartiality Committee members for consideration.

Both the appellant and the relevant (Lead Auditor) shall be entitled to be heard in confidence. The decision of the QUEST CERTIFICATION (P) LTD Impartiality Committeemembers shall be final and the results recorded on form P12/01 signed as closed out by QUEST CERTIFICATION (P) LTD Impartiality Committeemembers. The final decision is made by Impartiality Committeeon the basis of the review of report received .

QCPL Impartiality Committeemembers shall write to the appellant informing them of the decision. If the appellant does not accept the decision they may revoke the conditions of contract i.e., arbitration. The Impartiality Committeewould ensure that appropriate correction and corrective actions are identified and implemented where required. Confidentiality shall be maintained throughout the process.