

## **MTIC INTERCERT INDIA PRIVATE LIMITED**

### ***PROCEDURE – 14*** ***ISSUE- 07***

## **COMPLAINTS**

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| ORIGINATOR:<br>SR. GM CERTIFICATION | CHECKED ON BEHALF OF<br>THE GOVERNING BOARD<br>SR. GM CERTIFICATION | APPROVED BY:<br>MANAGING DIRECTOR |
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# **MTIC INTERCERT INDIA PRIVATE LIMITED**

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# MTIC INTERCERT INDIA PRIVATE LIMITED

## 1. Purpose

To define the manner in which complaints against an organisation/site are recorded and processed.

## 2. Scope

All complaints against certificated organisation/sites related to their recognised quality activities.

## 3. References

NABCB criteria BCB 203, ISO 17021 Clause 9.8 & AS 9104/1 Clause 6.7 Complaints.

## 4. Definitions

**Complainant:** *“person, organization or their representative making a complaint.”*

**Complaint:** *“expression of dissatisfaction, other than appeal, by any individual or organization to a certification body [MTIC INTERCERT INDIA PRIVATE LIMITED], relating to the activities of that body or a certified person, where a response is expected.”* This type of complaints are also referred as Certification Complaints within MTIC INTERCERT INDIA PRIVATE LIMITED , and exclude any operational complaints or complaints related to alleged illegal, financial, or regulatory issues, which shall be handled by proper authorities.

## 5. Procedure

### 6. PROCEDURE FOR HANDLING COMPLAINTS:

A Complainant a certified company or any interested party may lodge a complaint. This procedure is also publicly available on MTIC INTERCERT INDIA PRIVATE LIMITED website [www.mtic-group.in](http://www.mtic-group.in), it is also enclosed with the certificate when issued to each client.

#### ADMINISTRATION OF COMPLAINTS

Any complaint received by MTIC INTERCERT INDIA PRIVATE LIMITED in writing or by e-mail or telephone in respect of its functions as a certification body or a company certified by it, shall be fully reviewed by the MD and shall be recorded in the complaint register with its nature. The tracking and recording complaints, including actions undertaken in response to them is maintained by CEO.

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If the complaint relates to the certified client,

- MD must ensure that the effectiveness of the certified management system is checked by competent auditor(s), who were not involved with the client previously.
- The letter in question is sent to certified client within 14 days of receiving of complaint and recorded in the complaint register. The tracking and recording complaints, including actions undertaken in response to them is maintained by MD.

### If the complaint is about certified client management system

- a) The MD ensures that the effectiveness of the certified management system is checked by competent auditor(s)/person(s) who were not involved with the client previously.
- b) The concerned auditors may be summoned to confirm the facts if it relates to certification activity.
- c) After root cause analysis, method to eliminate cause of complaint would be arrived at and suitable corrective and preventive measures instituted.
- d) If the complaint is against an officer of MTIC INTERCERT INDIA PRIVATE LIMITED including MD then it will be investigated by the chairman of the Impartial Committee. The complaint shall be closed within 45 days of the receiving of the complaint.

## **6.1 ACTIONS ON COMPLAINTS:**

In case of any complaints MD shall:

- Verify the promptness and effectiveness of the actions. Taken in respect of the complaint received ensure its prompt disposal.
- Ensure that the complainant is advised of the result of the investigation within six weeks of the receipt of the complaint.
- Ensure that Effectiveness of the measures adopted are covered during the Management Review Meeting
- The entire process to be followed meets the requirement of confidentiality as it relates to the complaint and to the subject of the complaint. The complaints are recorded in the complaint register.
- Gather and verify all necessary information to validate the complaint.
- Ensures with the client and the complainant to the extent to which complaint may be made publicly available.
- Give formal notice of the end of the complaints-handling process to the complainant.
- Ensure that the complaint has been closed within the 45 days of the receiving of the complaints.

## **6.2 Escalation of complaints:**

- (i) If a complainant is not satisfied with the outcome of the MTIC INTERCERT INDIA PRIVATE LIMITED's complaints handling process, the complainant may refer the

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complaint to ACCREDITATION BOARD directly;

- (ii) If the Complaints are not closed out within a timeframe as prescribed then agreed with the complainant shall be escalated to the MTIC INTERCERT INDIA PRIVATE LIMITED's top management to ensure that the complaint receives the appropriate priority.
- (iii) The Complaints which are not closed within agreed timeframe as prescribed shall be brought to the attention of ACCREDITATION BOARD.

MTIC shall be responsible for all decisions at all levels of the complaint handling process. Submission Investigation and decisions on complaints shall not result in any discriminatory actions against the complainant

Upon receipt of a complaint MTIC Shall confirm whether the Upon receipt of a complaint, MTIC shall confirm whether the complaint relates to certification activities that it is responsible for and, if so, shall deal with it. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.

Any Valid complaint about a certified client Shall also be referred by MTIC to the certified client in question at an appropriate time.

MTIC Shall have a documented process to receive, evaluate and make decisions on complaints. This process Shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

The complaints handling process shall include at least the following elements and methods:

- a) an outline of the process for receiving, validating, investigating the complaint, and for deciding what actions are to be taken in response to it.
- b) tracking and recoding complaints, including actions undertaken in response to them:
- c) ensuring that any appropriate correction and corrective action are taken.

MTIC receiving the complaint Shall be responsible for gathering and verifying all necessary information to validate the complaint.

Whenever possible, MTIC Shall acknowledge receipt of the complaint and Shall provide the complainant with progress reports and the result of the complaint.

The decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.

Whenever possible, MTIC Shall give formal notice to the end of the complaints-handling process to the complainant.

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MTIC Shall determine, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution Shall be made public.-

### 8.1.1

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

- 1) 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.
- 2) Such investigation enables the planning of corrective action, which should include measures for:
  - 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 components of the Quality management system; 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.

- 3) Auditors should check that, where any such non-conformity or failure to meet the policy is revealed, the organisation has investigated its own systems and procedures and taken appropriate corrective action.

Any non-compliance shall incur a CAR the complainant shall be kept updated on the progress of the complaint. Closed CAR shall be communicated to the complainant. Responsibility for closure shall be other than involved in the complaint.

### 6.3 Complaints

1. The certification body shall be responsible for all decisions at all levels of the Complaints handling process.
2. Submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant.
3. Upon receipt of a complaint, the certification body shall confirm whether the

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complaint relates to certification activities that it is responsible for and, if so, shall deal with it. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.

4. Any valid complaint about a certified client shall also be referred by the certification body to the certified client in question at an appropriate time.
5. The certification body shall have a documented process to receive, evaluate and make decisions on complaints. This process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.
6. The complaints-handling process shall include at least the following elements and methods:
  - a) an outline of the process for receiving, validating, investigating the complaint, and for deciding what actions need to be taken in response to it;
  - b) tracking and recording complaints, including actions undertaken in response to them;
  - c) ensuring that any appropriate correction and corrective action are taken.

**NOTE** - ISO 10002 provides guidance for complaints handling.

7. The certification body receiving the complaint shall be responsible for gathering and verifying all necessary information to validate the complaint.
8. Whenever possible, the certification body shall acknowledge receipt of the complaint, and shall provide the complainant with progress reports and the result of the complaint.
9. The decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.
10. Whenever possible, the certification body shall give formal notice of the end of the complaints-handling process to the complainant.
11. The certification body shall determine, together with the certified client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.
12. Complaints against clients by interested parties. Queries logged in OASIS by interested parties.
13. MTIC shall be responsible for the resolution of all complaints. Complaints that cannot be resolved by MTIC shall be referred to the NABCB.



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### 6 Quality Records

| Quality Record Number | Quality Record Title:           | Type of File  | Retention Time |
|-----------------------|---------------------------------|---------------|----------------|
| Form P14/01           | Complaint Register              | Customer file | 5 years        |
| Form P14/02           | Corrective Action Request (CAR) | Customer file | 5 years        |