

**COMPLAINTS/ FEEDBACK
Procedure**

Complaints and Feedback

PROCEDURE

COMPLAINTS / DISPUTES / FEEDBACKS

1. Certification Manager (CM) of CQAL will register and acknowledge complaints/disputes against the clients of CQAL Services. CM shall review the admissibility of the complaint & nominate a person for investigation. For complaints/ disputes against CQAL Services the CM 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 pursuer
 - Ensuring that the pursuer has already logged the complaint/disputes in writing to the client
 - Polite discussions with the pursuer
 - Ensuring whether the pursuers would like his/her name to be disclosed
 - Advising the pursuers for 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. If required then the client is contacted to arrange a visit within a target of two weeks at 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 pursuer, 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 CEO for his/her intervention in disposal action with interim reply to the pursuer explaining the situation.

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5. On completion of the investigation, the nominee shall (preferably speak to the pursuer)
 - Inform the pursuer about the conclusions of the investigation
 - Formal communication of resolution and closer of complaint
6. For complaints/disputes related to CQAL Services, the nominee shall write a confirmation letter to the pursuer along with a copy to the CMS Committee for information. Further where necessary all corrective/ preventive actions are initiated to prevent recurrence. If the complaint is against audit conducted by the any person associated with the committee, that person will be excluded automatically while discussing that particular complaint
7. For complaints/disputes against clients of CQAL Services, the nominee shall write an appropriate confirmation letter to the pursuer with a copy to CM 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 pursuer:

- a) If CQAL Services believes 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 CQAL 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.

Complaints and Feedback

FEEDBACK

1. To improve CQAL Services processes, client feedback system has been established.
2. CQAL Services will aim to gather clients' impressions about
 - CQAL Office Responsiveness
 - Reaction on Service Delivery Time(s)
 - Assessment Methodology
 - Assessors Approach
 - Expectations from CQAL Services
 - Any specific issues/experiences
 - How CQAL can be of better service
3. The impressions gathered through feedback shall be reported to Chief Executive, CQAL Services for follow up activities.
4. The Chief Executive shall analyze the feedback received and instruct follow-up actions to be taken by CQAL Services.