

## **QP: 9.8**

### **PROCEDURE FOR COMPLAINT HANDLING**

#### **4. REQUIREMENTS OF THE PROCEDURE**

##### **OBJECTIVE**

To enable and facilitate to receive, evaluate and make decision on complaint. This process is be subject to requirements for confidentiality; as it relates to the complaint and to the subject of the customer complaint handling,

##### **4.2 RESPONSIBILITY**

The key responsibility lies with Operations Manager

##### **EXECUTION**

- Upon receipt of the complaint, The EICPL shall confirm whether the complaint relates to certification activities that it is responsible for and, if so, shall deal with it.
- If the complainant relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.
- Any complaint about the certified client shall also be referred by the EICPL to the certified client in question at an appropriate time which shall not be more than two weeks from the date of receipt of the complaint to EICPL.
- The EICPL shall have process outlined below for receipt, evaluate and make decisions on complaints are as,
- Operational manger is responsible for receiving the complaints. He/She receives the complaint from customer through emails, letters, telephonic or in person.
- Record the complaint into customer complaint register
- Whenever possible The EICPL shall acknowledge the receipt of the complaint, and shall provide complaint with progress report and the outcome.
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- Root cause analysis is done to identify the causes of the Customer complaints.
- Decide the possible corrective action.
- Analyse whether the action decided is correct action or any further correction is possible.
- Take the necessary corrective action
- Take the necessary preventive action to prevent recurrence of the same.
- Ensure the effectiveness of corrective actions taken.
- Description of the complaint-handling process is publicly accessible. Through websites as all the data relating to the complaints is published on the website.
- The Review of customer complaint has to be done by the person independent of the activity or area being complaint by the customer to EICPL
- Whenever possible The EICPL shall be give formal notice of the end of the Complaint- handling process to the complainant.
- The EICPL receiving the complaints shall be responsible for gathering and verifying all necessary information to validate the complaints.

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

The EICPL shall determine together with the client and the complainant whether and if so to what extent, the subject of the complainant and its resolution shall be made public.

### **RECORDS**

<b>Sr. No.</b>	<b>Description</b>	<b>Ref. No.</b>
1.	Complaint Register.	EICPL.1508.59