



COMPLAINTS REPORTING

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1.0 PURPOSE

This procedure defines the methods used to document and follow-up on appeal made by a party affected by the Certification body personnel including the auditors carrying out the audit or the Decision of the Certification body.

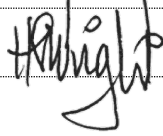
2.0 SCOPE

It applies to all Eurolink Safety activities associated with system certifications.

3.0 REFERENCES

- ISO 17024:2012 : Conformity assessment — General requirements for bodies operating certification of persons
- ISO 9001:2015 : Quality Management Systems Requirements

4.0 AMENDMENT RECORD

Issue No.	Amendment	Approved by	Date
1.0	First issue	Managing Director 	01/05/2017



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5.0 DEFINITIONS

Appeal : Request by the provider of the object of conformity assessment to the conformity assessment body or Accreditation body for reconsideration by that body of a decision it has made relating to that object

Complaint : It is defined as a formal expression of dissatisfaction made by any interested Party against the certified client or by the client against the Certification Body activities. This procedure defines the methods used to document and follow-up on complaints made by the interested parties. (For e.g.: DAC, Workers, Trade unions, Research institutions, NGOs, Community Organizations, Labor experts & Customers.) And by certified client or by the client against the Certification Body activities.

MD : Managing Director

6.0 RESPONSIBILITIES

- Eurolink Safety employees – Identifies the complaint/appeal and forwards to the Officer Certification body within 48hours.
- MR logs the complaint/appeal and forwards the same to the impartiality committee.
- The Complaint and Appeal Committee (Impartiality Committee) - This body consists of the Head of the Certification body, MD/Technical Manager/Quality Manager and MR will carry out the investigations and forward the progress and final report to the Complainant and Appellant.

7.0 PROCEDURE

- a) Any interested party or Customer can file a complaint or appeal directly to any employee of Eurolink Safety in any form.
- b) Any Eurolink employee receiving a complaint/Appeal, verbal or written form, should forward the same to MD (Head of the Certification Body) within 24 hours.
- c) Each Customer complaint and appeal will be registered in the Register list.
- d) An Acknowledgment receipt of the Complaint/ Appeal to the complainant/ Appellant should be given within 3 working days.
- e) The acceptability of the Complaint/ Appeal should be determined by the MD on the basis of the evidence received for the same.
- f) If the Complaint/Appeal are not accepted by the MD, he shall notify the complainant/ Appellant the reason for not accepting the same. The client shall also be given the opportunity to provide additional evidence to support the complaint. The Customer may be allowed to approach the Head of Certification Body regarding its acceptance and review.
- g) The accepted Complaint/Appeal will be forwarded to the Complaint Committee (Impartiality Committee). The committee then assigns a team or an individual who is independent of this complaint or appeal. Necessary Investigations will be carried out and progress reports (generally once in a month) and a formal outcome will be communicated to the customers through mail. The necessary Corrective Action and Preventive Action shall be taken as required.



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- h) One reminder shall be sent to client communicating the action taken. In case there is no response from client within 7 days the complaint shall be treated as closed.
- i) The record shall be maintained for the Current Cycle and 1 full Certification Cycle.
- j) The summary of the Complaints/Appeals, action taken shall be as a part of Management Review Input.

8.0 CROSS REFERENCE

Document Ref.	Document Name	Notes
MRM	Management Review Procedure	Procedure
	Minutes of Management Review	MOM
	Impartiality Committee Meeting	MOM