



QUALITY REGISTRAR SYSTEMS

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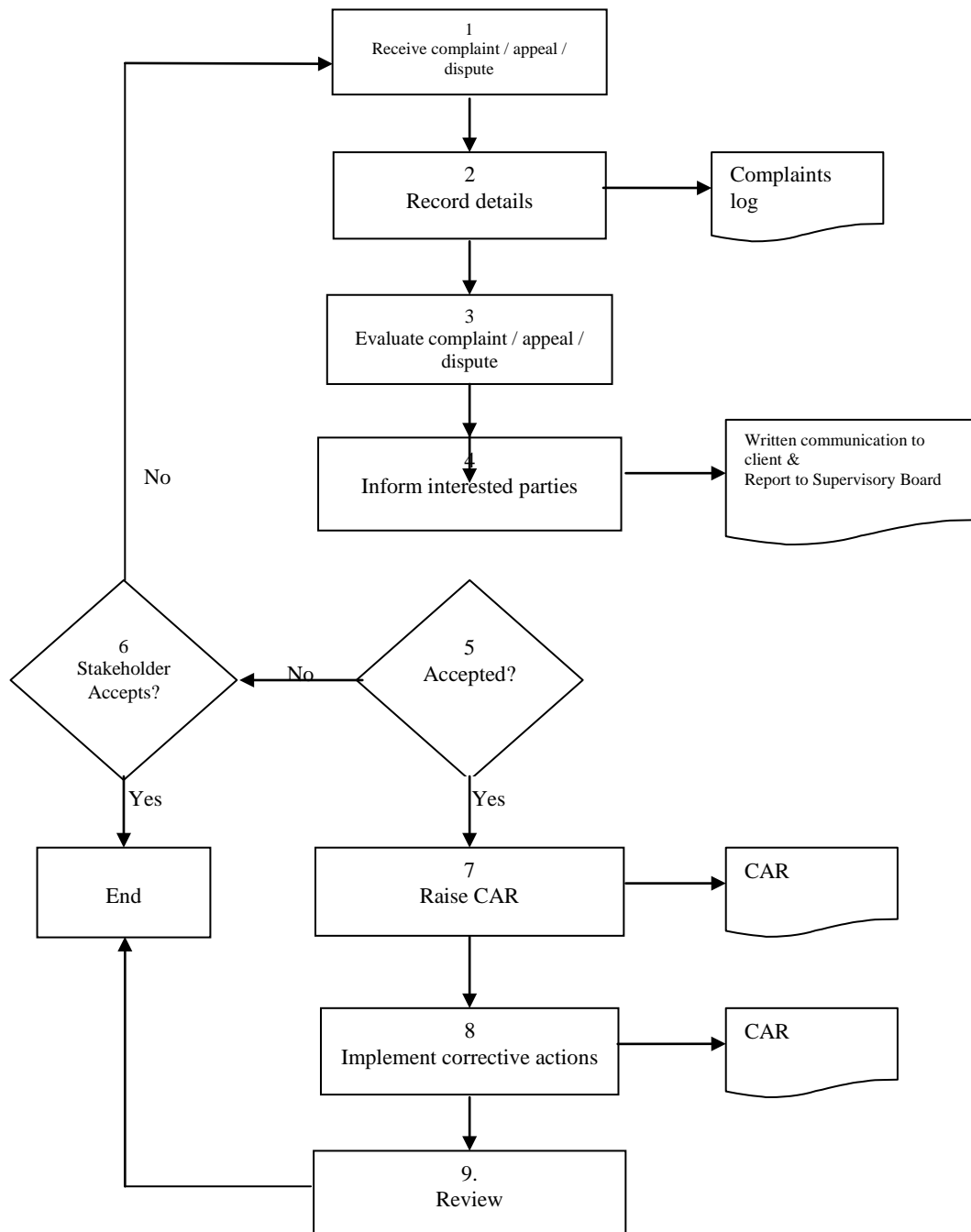
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Revision Date: --

1. **Objective** – To control handling complaints and appeals

2. **Scope** – Quality Registrar & its clients

3. **Process Flow Chart**





QUALITY REGISTRAR SYSTEMS

Page 2 of 3

Handling Complaints, Disputes and Appeals

SOP-09

4. Procedure

Action	By Whom	When	How
1. Receive complaint / appeal / dispute	GM Office	a) Any interested stakeholder expresses dissatisfaction of QRS services b) The interested stakeholder appeals against a decision by QRS. c) After receipt of complaint	If received verbally the GM will request the concerned to submit the complaint, dispute or appeal in writing. The complaint, dispute or appeal should be addressed to the General Manager unless against the General Manager, in which case the appeal should be addressed to the Supervisory Board
2. Record details	GM Office / Operation Manager	After receiving the written communication	Enter into the complaints log (form 09-1).
3. Evaluate complaint / appeal / dispute	Supervisory Board	With all speed after receipt of all relevant information	Assess all the relevant information, whilst also considering any confidentiality issues Decide on the validity of the complaint / appeal, (does the complaint / appeal relate to certification activities that QRS is responsible for?) and any necessary corrective and preventive actions, the results of any previous similar appeals should be taken into account. The persons engaged in the complaints / appeals handling process shall be different from those who carried out the audit and made the certification decisions
4. Inform interested parties	Scheme Manager / Supervisory Board	After decision on complaint / appeal / dispute and in a timely manner, (responsiveness is important).	Wherever possible by letter, e-mail or other written communication to client, (regular updates and where possible progress reports shall be provided) Supervisory Board informed of all appeals / complaints at Supervisory Board Meetings For complaints QRS shall determine, together with the client and complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

Issue	Revision	Date
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QUALITY REGISTRAR SYSTEMS

Page 3 of 3

Handling Complaints, Disputes and Appeals

SOP-09

5. Accepted?	Scheme Manager / Supervisory Board	After the results of the evaluation	Follow as per process flow diagram.
6. Stakeholder accepts?	Stakeholder	After consideration of decision by Scheme Manager	The stakeholder may appeal against the decision of the Scheme Manager / Operations Manager; however the decision of the Supervisory Board is final. Note: Submission, investigation and decisions on appeals shall not result in any discriminatory actions against the appellant
7. Raise CAR	Scheme Manager	When validity of the complaint / dispute / appeal has been accepted.	Raise a Corrective Action Request according to SOP-15.
8. Implement corrective and preventive actions	Scheme Manager / Country Manager	In line with the times agreed in the CAR	According to the action plan in the Corrective & Preventive Action Request Form (Form 15-1)
9. Review	Scheme Manager	After implementing corrective / preventive actions	Check that the actions have addressed the issues raised in the complaint and that they are effective in preventing recurrence of the problems raised.

Note: Process of Handling Complaints, Disputes and Appeals will be made publicly available.

5. Documentation

Reference	Title
SOP-15	Corrective and Preventive Action
Form 09-1	Complain Log
Form 15-1	Corrective & Preventive Action Request Form
Form 15-2	Corrective & Preventive Action Log

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