

Purpose

1. This procedure guides staff in the process relating to complaints about the certification service.

Responsibilities

2. This procedure is operated by the MD of iAssessor. iAssessor is responsible for all decisions at all levels of the complaints handling process.

Complaints

3. A description of the complaints handling process is provided in the Rules and Conditions of iAssessor certification.
4. Upon receipt of a complaint iAssessor will confirm whether the complaint relates to certification activities that it is responsible for and if so will address the complaint. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.
5. A complaint about a certified client shall also be referred by iAssessor to the client in question...at an appropriate time.

Receiving Complaints

6. The member of staff receiving a complaint will record the complaint on **Complaints Form 5.2**. Emails, fax or letter/s from the complainant shall be attached to the complaints form. Also does the complaint relate to certificate activities that iAssessor is responsible for.

Validating Complaints

7. Upon receipt a validating check shall be completed to check the source, (name and address) and nature of the complaint (email or telephone call to check the facts relating to the complaint).

Investigation of the Complaint

8. Further information is to be collected regarding the complaint. For example: information from the auditor who completed the audit for the client, contacting the client to check information.

Decision Regarding a Complaint

9. Once all accurate information has been collected a judgement can be made regarding the complaint and the decision recorded regarding action to solve the issue.

Tracking and Recording Complaints

10. The complaints form is the main method for recording complaints. Tracking of progress to resolve complaints is completed by checking of complaints forms. Complaints shall be resolved within a reasonable time scale. Two to three weeks.

Action Stemming from a Complaint

11. If the complaint relates to a certified client consideration of the effectiveness of the certified management system to be made and associated actions record on form 5.2.
12. Correction and Corrective Actions taken are recorded on the complaints form. A review of such actions is completed after a sufficient time typically one to two months after the actions are put in place.

Communication with Complainant

13. iAssessor acknowledges receipt of the complaint, provides progress reports and information regarding the outcome.
1. The decision regarding the complaint shall be communicated to the complainant. The decision is made by, reviewed and approved by individual/s not previously involved in the subject of the complaint.
2. iAssessor will give formal notice to the complainant in the form of a letter or email at the end of the complaints-handling process.
3. iAssessor shall determine...together with the client and the complainant, whether and if so to what extent, the subject of the complaints and its resolution shall be made public.

No Discrimination regarding Complaints

4. Submission, investigation and decision on complaints do not result in discriminatory actions against those making the appeal.

Related Documents

- Rules and Conditions of iAssessor Certification
- Complaints Form 5.2

