Appeal & Complaint Procedure

Q4A Management Private Limited

Corporate Address: Office No. 457, 4th Floor, Aggarwal Metro Heights, Netaji Subhash Place, Pitampura, Delhi – 110034, India

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Revision history			
No	Revised date	Contents	Remarks
00	24-07-2019	Created	

1. Purpose

This procedure describes the guidelines to deal with the raising of dissatisfaction (Complaint), dispute and appeal directly related to quality system of certification customer & Q4AMPL decision.

2. Related documents

2.1 Manual

3. Related procedure

No	Procedure	Main activities	Related document & record
1	Receive complaint	❖ All complaints shall be received officially to Q4AMPL by writing/email etc. within 30 days after the occurrence of event. ❖ The content of the complaint received shall be written in customer complaint dealing report and conveyed to the head of administration management team. ❖ Received **complaints** shall notify you by telephone or official letters.	Customer complaint /appeal dealing register
2	Related to certification activity	❖ Check if the content of complaint is directly related to certification activity. ❖ If it is (Yes) move on to 4th step ❖ If it isn't (No) move on to 3rd step	
3	Handling of Complaint	❖ Complaints which aren't directly related to certification activity shall be dealt with by the person in charge of complaint (MR)/CEO and reported verbally. And then it shall be closed after checking that it is dealt with on customer complaint /appeal dealing list. ❖ At this time additional follow-up measures aren't taken, and Correction & Corrective actions are taken only when judged necessary.	Customer complaint /appeal dealing register

No	Procedure	Main activities	Related document & record
4	Complaint investigation	❖ It should be dealt with by collecting independent investigation team and if it is related to certification customer, for the investigation of complaint, the effectiveness of certified management system shall be considered. ❖ The result of investigation shall be written on customer complaint /appeal dealing report.	Customer complaint /appeal dealing register
5	Handling of Complaint	❖ Take actions to settle complaints and record the result of measures in customer complaint /appeal dealing report. ❖ Notify customers who raised complaints of the result of measures. ❖ Notify customer with formal Notice at the end of the complaints handling process.	Customer complaint /appeal dealing register
6	Satisfied with actions?	❖ Is customer who raised complaint satisfied with the result of measures? ❖ If he/she is (Yes) move on to 7th step ❖ If he/she isn't (No) move on to 8th step	
7	Correction & Corrective Action	❖ Complaints which isn't directly related to certification activity shall be dealt by the person in charge of complaint and customer complaint /appeal dealing report shall be closed and signed (approved) and conveyed to the person in charge. And then it is notified to customer officially. ❖ If recognized as Correction & Corrective actions are required, take Correction & Corrective actions.	
8	Receive appeal	❖ All raising of appeal shall be received to Q4AMPL within 30 days after closing complaint dealing. ❖ All raising of appeal shall be conveyed to the director of administration/management office and he/she shall convey customer complaint /appealing report and all application document	Customer complaint /appeal register

No	Procedure	Main activities	Related document & record
		to raise appeal to CEO/MD.	
9	Appeal Dealing	❖ CEO shall appoint appeal dealing team. ❖ Examine complaint and dealing of complaint independently and write the response on paper based on the survey result and report it to CEO. ❖ The relevant team shall take measures depending on the content of response and submit the determination of appeal dealing team to complaint raiser by writing.	
10	Satisfied with determination?	❖ Is appeal raising customer satisfied with the determination of appeal dealing team? ❖ If (Yes) he/she is moving on after returning to 7th step ❖ If she/he isn't (No) move on to 11th step	
11	Arbitration process	❖ The person who isn't satisfied with the determination of Q4AMPL appeal dealing can raise appeal additionally and this appeal shall be submitted officially within 30 days after receiving the determination of appeal dealing. ❖ This appeal raising shall be submitted to arbitration process of Only Delhi (India) Judicial Area.	

4. Generals

4.1 If complaint etc. is received, it shall be registered in customer complaint /appeal control list on the received date and then be conveyed to the head of administration/management office and determination relating to certification shall be made.

4.2 The determination of complaints etc. shall be made or examined and approved by the person who has no connection with the complaint etc. and it shall not cause any discrimination measures to complaint-raising organization/person.

4.3 If received complaint etc. is judged to be directly related to certification activity, investigation team shall be collected within 30 days and necessary measures including writing of customer complaint /appeal dealing report etc. shall be taken.

4.3.1 In principle, if customer complaint /appeal dealing report is completed, the measures shall be taken within 5 business days.

4.3.2 In the case of complaint with certification customer, inquiry to certification customer shall be made at an adequate period.

4.4 If judged as received complaint etc. has no connection with certification activity, it shall be notified to the department concerned on that day and dealt with within 7 working days. When notification of correcting complaint is made, all measures taken shall recorded and closed on the customer complaint /appeal dealing list.

4.5 If it exceeds the period to be corrected, the measures against it shall be taken after receiving the approval of the head of administration/management office and notifying customers of it.

4.6 When notifying customers of the measures taken against customer complaint etc., the notice that if there is any appeal, receipt shall be completed within 30 days shall be made, too.

4.6.1 If appeal raising is received exceeding 30 days after the closing, it will be registered in customer complaint /appeal dealing list but whether to take measures shall be determined at the director of the department.

4.6.2 Validity of appeals and complaints shall be confirmed and all collected information shall be approved. Also, similar previous results of appeal shall be concerned.

4.7 Object of complaint, whether to disclose the settlement and its range shall be determined together with customer /complaint raiser. The determination on the confidentiality of complaint requires an appeal against the complaint against the complaint of a certain person concerned and this determination shall be justified.

4.8 Trail and record about action taken for settlement of appeal and complaints should be maintained.

4.9 Proper Correction & Corrective action should be guaranteed to be taken.

4.10 If complaint is not satisfied with the result, or passed three months from agreed time, it can be sent over MD.

4.11 Appealer shall be notified of the closing process of appeals and complaints.

4.12 If appealer does not satisfy with result, then MD take charge to resolve the dis-Satisfaction / appeal will update appeal with 15 working days.

4.13 If appealer is still not satisfied, will discuss with AB or start the arbitration process DELHI jurisdiction is only area for arbitration.