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NVT/QP/2/007: PROCEDURE FOR HANDLING OF APPEALS AND COMPLAINTS

- 1.0 OBJECTIVE : To ensure that appeals and complaints by clients and complaints against clients by interested parties handled in fair and expeditious manner.
- 2.0 SCOPE :1. Appeals by clients against the decisions of audit team leader or of certification management.
2. Complaints against NVT QC by clients and other parties
3. Complaints against clients by interested parties. Queries logged in OASIS by interested parties.
- 3.0 RESPONSIBILITY : CHIEF EXECUTIVE, MR
- 4.0 DETAILED PROCEDURE:

Sl. No.	ACTIVITY	REF. DOCS.	OUTPUT
Complaints against NVT-QC from clients: Accessibility of complaints handling procedure to public is through company's website.			
1.	Complaint format is available on website and in case requested by the client, same is supplied.		Appeal /complaint forms NVT/FORM/4/017-1&017-2
2.	Register the complaint		Register
3.	Acknowledge the complaint and respond within 30 days.		Register NVT/FORM/4/021
4.	Assign investigation and reporting of the complaint to a person who was not involved in the process which gave rise to complaint.		Register
5.	Review the report and arrive at a decision. Inform decision to client. Inform client that he can appeal against the decision to concerned accreditation agency.		Report correspondence
6.	Decide required corrective action to prevent repetition. Implement decision, verify effectiveness and close complaint. Enter details in the register. If short notice audit is required, the audit is completed within 90 days.		Appeals / complaints register.

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7.	In case of AQMS certificates, details shall be uploaded in OASIS.		
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Complaints against client

8.	Inform client. Carry out a preliminary investigation through telephone/ letter/ visit to client.		Correspondence
9.	Request client to investigate and resolve the complaint, in accordance with clients systems and procedures.		Audit reports.
10.	Receive report of investigation by the client; inform complainant.		Client's report. Correspondence.
11.	Carry out a special audit of the client's system followed by a corrective action audit report. This may be combined with the next surveillance due.		
12.	Based on the audit take necessary action which may involve either (a) Closure of the complaint. (b) Giving further time to client to complete necessary action. (c) Suspension / withdrawal of clients certificate.		
13.	Keep the complainant and accreditation body. Informed of the action.		
14.	Inform details of all appeals/complaints to the committee of experts.		

Appeals against NVT-QC from clients: Accessibility of this procedure to public is through company's website.

1.	Provide appeals format to client on request.		Appeal /complaint form NVT/FORM/4/017-1&017-2
2.	Register the appeal		Register
3.	Acknowledge the appeal and respond within 30 days.		Register
4.	Assign investigation and reporting of the appeal to a person who was not involved in the process which gave rise to appeal.		Register
5.	Review the report and arrive at a decision. Inform decision to client. Inform client that he can further		Report correspondence.

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	appeal against the decision to concerned accreditation agency.		
6.	Decide required corrective action to prevent repetition. Implement decision, verify effectiveness and close appeal. Enter details in the register. If short notice audit is required the audit is completed within 90 days.		Appeals / complaints register.
7.	In case of AQMS certificates, details shall be uploaded in OASIS.		