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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 expeditions manner.
2.0 COVERAGE	:	Appeals by clients against the decisions of audit team leader or of certification management. Complaints against NVT QC by clients and other parties.Complaints against clients by interested parties. Queries logged in OASIS by interested parties.
3.0 RESPONSIBILITY	:	Systems, MR, CH/CEO
4.0 REQUIREMENTS	:	ISO 17021-1, AS 9104/1 & NVT/QM/1/001
5.0 PROCEDURE	:	

Sl. No.	Activity	Input Requirements (Standards/Documents)	Output/Evidence
	Complaints against NVT-QC from clients:		
1.	Accessibility of complaints handling procedure to public is through company's website.		
2.	Complaint format is available on website and in case requested by the client, same is sent to them.	ISO 17021-1, AS 9104/1 & NVT/QM/1/001	NVT/FORM/4/017-2- Application for Complaint (From Customer of NVT-QC
3.	Register the complaint		NVT/FORM/04/008 - Complaint Register

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4	Acknowledge the complaint and respond within 30 days.		Register NVT/FORM/4/021- Corrective Action Report for Complaints.
5	Assign investigation and reporting of the complaint to a person who was not involved in the process which gave rise to complaint.		
6	Review the report and arrive at a decision. Inform decision to client. Inform client that he can appeal against the decision to concerned accreditation body.		Decision the complaint NVT/FORM/4/017-1 – Application for Appeal
7	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.	NVT/FORM/4/021- Corrective Action Report for Appeals/Complaints.	NVT/FORM/04/008 - Complaint Register
8	In case of Aerospace clients details regarding the complaint resolution shall be uploaded in OASIS.		OASIS Update

Complaints against client

1	Inform client. Carry out a preliminary investigation through telephone/ letter/ visit to client.		Correspondence
2	Request client to investigate and resolve the complaint, in accordance with clients systems and procedures.		Investigation Reports.
3.	Receive report of investigation by the client and inform complainant.		Client's report. Correspondence.
4	Carry out a special audit of the client's system followed by a corrective action audit report if required. This may be combined with the next audit.		NVT/FORM/4/021 – Corrective Action Report for Appeals/Complaints
5	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 certificate.		Closure Report

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6	Keep the complainant and accreditation body. Informed of the action.		Correspondence.
7	Inform details of all appeals/complaints to the committee of experts.		Information to the committee of experts on details of compliant resolution.
<i>ANAB Compliant Handling Process.</i>			
8.	<p>ANAB Complaint Handling Process as per <i>ANAB online complaint process.</i> Complaints can be submitted to ANAB. Before filing a complaint regarding an ANAB-accredited entity or an organization certified by an ANAB-accredited entity, an attempt should be made to directly obtain resolution from the accredited entity or certified organization.</p> <p>Upon receipt of a complaint, ANAB will review the information submitted, conduct an investigation (if applicable), and make a decision regarding the outcome of the complaint.</p> <p>ANAB will communicate with the complainant including acknowledgment of receipt of the complaint and communication in writing of the outcome of the complaint and information on actions taken as resolution.</p> <p>ANAB considers complaint details to be confidential information and, unless authorized by the complainant, ANAB will not disclose the identity of the complainant unless required by law.</p>		

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Appeals against NVT- QC from clients:			
1.	Provide appeals format to client on request.		NVT/FORM/4/017-1 Application for Appeal
2.	Register the Appeal		NVT/FORM/04/009 - Register
3.	Acknowledge the appeal and respond within 30 days. <i>NVT-QC is responsible for gathering and verifying all necessary information to validate the appeal.</i>		NVT/FORM/04/009 - Register
4.	Assign investigation and reporting of the appeal to a person who was not involved in the process which gave rise to appeal.		NVT/FORM/04/009 - Register
5.	Review the report and arrive at a decision. Inform decision to client. Inform client that he can further appeal against the decision to concerned accreditation agency.		Report correspondence.
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.	NVT/FORM/4/021- Corrective Action Report for Appeals/Complaints.	Appeals Register NVT/FORM/04/009
7.	In case of Aerospace clients details regarding the appeal resolution shall be uploaded in OASIS.		OASIS Database
8.	ANAB Complaint Handling Process as per ANAB online complaint process. Complaints can be submitted to ANAB. Before filing a complaint regarding an ANAB-accredited entity or an organization certified by an ANAB-accredited entity, an attempt should be made to directly obtain resolution from the accredited entity or certified		

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