

<b>A Mark Ratings Private Limited</b>		<b>Procedure Manual</b>	
Section Name	Procedure for Resolution of Appeal, Complaints and Disputes		
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## **Procedures for Resolution of Appeal, Complaints and Disputes**

### **1.0 Purpose:**

To document, establish, implement and maintain the system for addressing Appeal, Complaints and Disputes received by AMRPL as per requirements of ISO/IEC 17021-1:2015, ISO 17021-2:2012, ISO 17021-3:2013 and other applicable international standards for certification bodies offering management system certifications

### **2.0. Scope:**

This procedure is applicable to all appeal, complaints and disputes received by AMRPL related to its Management System Certification.

### **2.0 Responsibility:**

Managing Director

### **3.0 Procedure:**

#### **4.1 Appeals**

**4.1.1** Any client shall make an appeal to the managing director of AMRPL in respect of the following,

- (a) Non acceptance of client's application for certification
- (b) Granting, suspending, withdrawing or denying of certification

**4.1.2** AMRPL records all appeals in document EF-33 and acknowledges the receipt of the appeal. All appeals shall be addressed within 30 working days from the receipt of the appeal and AMRPL provides the client with progress reports and the outcome.

**4.1.3** All appeals are reviewed by the appeal panel constituted by managing director for each appeal. The appeal panel shall contain at least two members from the AMRPL's auditor panel who have not been part of the audit and also not involved in certification decision or involved in the subject of the appeal. For appeal against the decision of the Managing Director the matter shall be referred to the chairman of the impartial committee for constituting the panel and taking the decision.

**4.1.4** The appeal panel shall investigate the appeal by looking into the records and / or talking to the appellant and AMRPL and shall take a decision taking into account the results of any previous such appeals. The AMRPL while receiving the appeal is, responsible for gathering and verifying all necessary information to validate the appeal.

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**4.1.5** Based on the decision of the appeal panel AMRPL initiates appropriate correction and corrective action and the same recorded in EF-33, register for complaints, appeals & disputes.

**4.1.6** AMRPL is responsible for all decisions at all levels of the appeal handling process. The decision on the appeal is reviewed and approved by managing director and is communicated to the client. This completes the appeal process and AMRPL is also inform the appellant at this time about the closure of the appeal.

**4.1.7** AMRPL ensures that the submission, investigation and decision on appeals shall not result in any discriminatory action against the appellant.

**4.1.8** The right of the client to appeal against any decision by AMRPL is communicated at the time of sending the quotation through document PD-02.

**4.1.9** Information about appeal handling process of AMRPL is made publicly available through web site and / or document PD-02

**9.7.5** The certification body receiving the appeal is responsible for gathering and verifying all necessary information to validate the appeal.

## **4.2 Complaints**

**4.2.1** Information about complaint handling process of AMRPL is made publicly available through web site and / or document PD-02. *The complaints handling process includes the following*

An outline of the process for receiving, validating, investigating the complaint and for deciding what actions to be taken in response to it.

The Managing Director is responsible for gathering and verifying all necessary information to validate the complaint.

**4.2.1-a)** The AMRPL is to be responsible for all decisions at all levels of the complaints handling process.

**4.2.1.b)** Submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant.

**4.2.1.-c)** any valid complaint about a certified client shall also be referred by the AMRPL to the certified client in question at an appropriate time.

**9.8.6** The complaints-handling process shall include at least the following elements and methods:

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- a) an outline of the process for receiving, validating, investigating the complaint, and for deciding what actions need to be taken in response to it;
- b) tracking and recording complaints, including actions undertaken in response to them;
- c) ensuring that any appropriate correction and corrective action are taken.

NOTE ISO 10002 provides guidance for complaints handling.

**9.8.7** The certification body receiving the complaint shall be responsible for gathering and verifying all necessary information to validate the complaint.

**9.8.8** Whenever possible, the certification body shall acknowledge receipt of the complaint, and shall provide the complainant with progress reports and the result of the complaint.

**9.8.9** The decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.

**9.8.10** Whenever possible, the certification body shall give formal notice of the end of the complaints-handling process to the complainant.

**9.8.11** The certification body shall determine, together with the certified client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

**4.2.2** The complaint can be made to the Managing Director by the client or any other interested party in writing giving details of the complaint. The complaint shall either relate to the certification activities of AMRPL or to the certified client and its activities.

**4.2.3** The complaints received are recorded in EF-33 and is acknowledged to the complainant. The managing director shall review the complaint to ascertain the seriousness and the genuineness of the complaint. AMRPL provides the complainant with progress reports and the outcome.

**4.2.4. The complaint redressal process:**

**4.2.4.1. Complaints about AMRPL from the client or third party**

- (a) Depending on the nature of the complaint, *Chairman of the Impartiality Committee* shall decide to conduct the investigation himself or appoint a complaint panel for each complaint. The complaint panel shall contain at least two members from the AMRPL's auditor panel who have not been part of the audit and also not involved in certification decision or involved in the subject of the complaint. Further, the complainant shall be given an opportunity to present the case to the panel in person if he so desires.
- (b) The complaint panel shall investigate the complaint by looking into the records and / or talking to the complainant and AMRPL and shall take a decision taking into account the results of any previous such complaints.

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(c) The details of investigation and the correction and the corrective actions identified are recorded in the complaint register. Upon verification on the effectiveness of corrective action taken, AMRPL informs the complainant about the correction and corrective action taken and if the complainant is satisfied with the actions taken the complaint is treated as closed. *The final Decision on the resolution of complaint be taken by the chairman of the impartiality committee.*

#### **4.2.4.2. Complaints about the certified client from its customers or any other third party:**

- (a) AMRPL informs the client about the complaint received and ask the client to investigate the complaint and report the findings to AMRPL within two weeks from the date of receiving the complaint by the client.
- (b) If AMRPL does not receive any response from the client or the action taken by the client is not found effective, AMRPL informs the client accordingly and ask for a special audit at the client site by AMRPL. On confirmation from the client AMRPL shall conduct a special audit as per AMRPL procedure, QP-07 and investigate the complaint.
- (c) If the complaint is of serious nature AMRPL initiates the special audit directly with the client
- (d) As its policy, AMRPL never discloses the identity of the complainant to the client.
- (e) If any action is needed to be taken by the client AMRPL verifies the effectiveness of such action by suitable means appropriate to the gravity of the problem.
- (f) If the corrective action taken by the client is found effective AMRPL informs the complainant accordingly and the complaint shall then be treated as closed.

**4.2.5.** AMRPL decides to make public the complaint and its resolution if agreed with client and complainant.

**4.2.6.** All the complaints received and their status with respect to their resolution are presented in the MRM and the IC meeting

### **4.3 Client feed back**

**4.3.1** After every audit (certification, surveillance and re-certification) a feedback from the client in obtained in document EF-34, to assess,

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- AMRPL's office responsiveness to client queries at various stages of the certification process
- Performance of the audit team
- Areas for further improvement

**4.3.2** All the feedback received from the clients are analyzed and appropriate action taken if required.

**4.3.3** The actions taken are recorded in EF-34

**4.3.4** A summary of feedback and the findings with corrective action taken are reviewed in MRM and IC meeting.

#### **4.4 Disputes**

**4.4.1.** Any dispute arising out of AMRPL's certification activities shall be settled by private negotiations between the parties, and if this is not possible it shall be referred to arbitration as per the Indian Arbitration Act, 1996, subject to Bhopal jurisdiction. The decision of the arbitration shall be binding for the both parties

**4.4.2** Records of all the disputes are maintained and reviewed in MRM and IC meeting.

#### **5.0 Records**

- (a) EF-33 – Register for Appeal, complaints and disputes
- (b) EF-34 – Feedback form
- (c) EF-24-- Special Audit Report

#### **6.0 References**

- (a) PD-02-Rules and regulation for certification
- (b) OP-07, Procedure for Special Audit