

OneCert Asia Procedure for complaint handling

Purpose: To establish and maintain, an effective procedure, for handling the complaints related to client's certification.

Scope: complaints regarding OneCert Asia operation and/or procedures; the auditors, reviewers, committee members, staff of the OneCert Asia; certified client; misuse of accreditation or certification status either in scope or in use of the logo or mark

Responsibility: CEO, QA, auditors, reviewers

Procedure:

Complaints represent a source of information as to possible nonconformity. A Complaint can be made by any person or body against the following:

- A.** OneCert Asia, its operation and/or procedures
- B.** the auditors, reviewers, committee members, staff of the OneCert Asia
- C.** certified client
- D.** misuse of accreditation or certification status either in scope or in use of the logo or mark

1. Receiving, validating & recording of complaints:

- a. The complaints can be received on our website, on our e-mail, by post, by hand or by any other possible means of communication and it can be done by any person; including our client, any stake holders, a person other than clients, client's customers or any other person; related the scope of FSMS.
- b. Upon receipt of a complaint, the OneCert Asia confirms whether the complaint relates to certification activities that it is responsible for and, if so, shall deal with it. If the complaint relates to a certified client, then examination of the complaints shall consider the effectiveness of the certified management system.
- c. Any complaint about a certified client will also be referred by the certification body to the certified client in question at an appropriate time, which can be a week to three weeks, depending on the severity of the complaint.
- d. Complaints or appeals received from any party on all other matters will be handled by the OneCert Asia CEO. Cases involving certification requirements of the may be referred to one or

more reviewers for additional evaluation. Those reviewers will not have been involved in earlier review or audit of the contested case. Cases involving certification decisions of other certification agencies will be referred to those agencies. All other matters will be investigated and decided by the CEO who will determine appropriate subsequent action.

After receiving the complaints OneCert Asia will be responsible for gathering and verifying all necessary information to validate the complaint.

2. Procedure for complaints regarding:

- A. OneCert Asia, its operation and/or procedures
 - B. the auditors, reviewers, committee members, staff of the OneCert Asia
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- a. When a complaint has been received, the OneCert Asia will convene a meeting chaired by CEO, OneCert Asia and comprising of members not involved in the evaluation of the certified Client to consider the explanations given. Appropriate technical experts may be co-opted to assist, where necessary.
 - b. The decision to be communicated to be the complainant will be made by, or reviewed and approved by individual(s) not previously involved in the subject of the complaint.
 - c. The corrective actions taken will also be verified for their effectiveness.
 - d. Whenever possible, OneCert Asia will acknowledge receipt of the complaint, and will provide the complainant with progress reports and the outcome.
 - e. Client should inform about the closure of the complaint to OneCert Asia.
 - f. OneCert Asia will give formal notice of the end of the complaints handling process to the complainant.
 - g. OneCert Asia will determine, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

3. Procedure for complaint against certified client

- a. When a complaint has been received, the OneCert Asia will convene a meeting chaired by CEO, OneCert Asia and comprising of members not involved in the evaluation of the certified Client to consider the explanations given. Appropriate technical experts may be co-opted to assist, where necessary.*

Note: OneCert Asia will entertain only written complaints; in case any verbal complaint is received then the complainer will be asked to file the complaint in writing that could be in soft copy or hard copy.

- b. In this meeting (or after the meeting by a responsible person) after review of status of the certified client & on the basis of severity of complaint, it will be decided that whether the complaint nature needs an audit. If so, then short notice audit will be planned & performed before referring the complaint to client. If audit is not needed then the client will be notified by a written notice with a time limit to response. For this, OneCert Asia informs the certified client in writing. The

certified client will have the right to appeal to the OneCert Asia Committee. No certification will be suspended or withdrawn unless OneCert Asia has:

- Served at least three weeks' written notice to the certified client, from the date of notification, stating the grounds for the suspension or withdrawal; and
- Considered any written appeal from the certified client received during these two weeks.
- If no respond in this time period then a next written notice of 2 weeks is issued to the certified client, from the date of notification.
- A last notice of 1 week is issued if the client does not respond to the previous notices.
- c. The client must reply within the defined time period. He should mention the proposed corrective action & the time limit to accomplish it.
- d. The corrective actions taken by the client will also be verified for their effectiveness.
- e. Whenever possible, OneCert Asia will acknowledge receipt of the complaint, and will provide the complainant with progress reports and the outcome.
- f. Client should be about the closure of the complaint to OneCert Asia.*
- g. OneCert Asia will give formal notice of the end of the complaints handling process to the complainant.
- h. OneCert Asia will determine, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

OneCert Asia will evaluate the complaints relating to customer by reviewing records of previous audits or if necessary, re-auditing the certified client, by conducting the special audit. For a detailed procedure for auditing against a complaint please refer OCA/FSMS-088 point 3 'Short Notice Audit'.

4 'Misuse of accreditation or certification status either in scope or in use of the logo or mark':

For the complaints regarding use of logo or misinformation about the certification or accreditation body the rules for 'Reference to certification and use of mark' of section 8.4 in Quality Manual (OCA/FSMS-070) and agreement for 'use of logo'.

Procedure for this type will be same as procedure for appeal.

Note: All kinds of complaints will be handled or reviewed by one or more persons and will be kept confidential.

Record: Register for appeal & complaint