

VINCERT

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Issue Number: 01

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TITLE: COMPLAINTS MANAGEMENT

Introduction

To ensure that VINCERT handles complaints about VINCERT Procedures / VINCERT Representatives in a positive manner and that our performance in dealing with customer feedback is monitored.

Purpose

The customer feedback system is the way in which we derive maximum benefit from any criticism about VINCERT Procedures / VINCERT Representatives for analysis. If necessary, Corrective action and quality improvement actions are implemented.

1 Definitions

The following terms have been used in this procedure:

Complaint

A complaint about VINCERT Procedures / VINCERT Representatives is where a customer/Complainer expresses dissatisfaction with the service delivered by VINCERT.

Complainer

The individual or organization informing us of the complaint.

Nominee

The VINCERT person best positioned to under take the necessary investigation. Always Decided by Managing Director. In most of the cases CE himself conducts investigations.

2 Complaint Handling Process (*Reference is made to ISO 10002*)

Receipt

- Complaints may be received over telephones. The recipient must ensure that he/she has understood the complaint against VINCERT Procedures / VINCERT Representatives, before thanking him /her and made a clear note.
- Complaints may be received over e mails or through letters.
- Complaints may be forwarded from an Accreditation Body.

ALL COMPLAINTS MUST BE DIRECTED TO MANAGING DIRECTOR PROMPTLY.

Acknowledgement

- The Managing Director sends a formal acknowledgement to the complainer within two working days.

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Allocation

- Form B028 Complaint Register is filled with the details.
- The Managing Director will allocate the complaint with full details to the nominee. **(In most of the cases CE will himself be the nominee). The Nominee in all the cases will be independent from the subject of complaint / Complainant.**

Actioning Complaint

- The nominee contacts the complainer to:
 - express regret complaint raised
 - talk through the complaint
 - advise of next step and time scale
 - Nominee investigates the complaint and reveal the truth with the Complainer and the subject. Where a visit to Complainer or Subject is required is made to complete the investigation. Nominee may use any suitable form of ***Investigation Notes*** for recording any facts gathered.
 - Nominee to report to Managing Director in writing if unable to close the complaint within the 20 day period.
 - **Managing Director provides the Complainer the progress on the complaint and the brief about the investigation output and which way the investigation is heading about. CE assures to complainer the provision of full detail when the complaint is closed.**

Closure

- The nominee completes all internal paperwork and sends it to the Managing Director for closure.
- Managing Director writes a formal closure to Complainer and any decision to the subject for considering a corrective action and demonstrating improvement in future.
- B028 Complaint Register, ***Investigation Notes*** and closure letter are filed in the complaint file.
- Complaints root cause and corrective action details are recorded and any changes in the Documented System of VINCERT is thoroughly assessed during Internal Audit and reviewed during Management Review for their effectiveness.

VINCERT determines, 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. This process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

- ***Communication decision is kept as a record.***

Records

B028 Complaint Register, ***Investigation Notes*** and relevant gathered records are retained for **Six** years.