

# VINAYAK CERTIFICATION SERVICES PVT. LTD.

Document Title: Procedure Manual  
Issue Number: 01

Document Number: PM029  
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## TITLE: COMPLAINTS AGAINST VINCERT™ CLIENTS

### Introduction

To ensure that VINCERT™ handles complaints about our clients in a positive and impartial manner.

### Purpose

The complaint / feedback about our registered clients in a way derive benefit to their own Management system as VINCERT™ intend to exercise a thorough investigation and monitors the corrective action taken by our client.

### Responsibility

Overall Complaint Receiving, Handling and Closure are the responsibility of Managing Director.

#### 1 Definition

The following terms have been used in this procedure:

### Complaint

A complaint about our clients is where an interested party (e.g. customers of our registered client) expresses dissatisfaction with a product or service delivered to them by our registered client as covered by their scope of registration.

### 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

Any incoming complaint in writing or verbal MUST be PROMPTLY communicated to Managing Director.

- Managing Director ensure that the complainer understands the limitation of VINCERT's role in dealing with complaints against its clients.
- Log in the complaint in the 'Complaint Register [B028](#)

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## Acknowledgement

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

## Allocation

- The Managing Director will allocate the complaint with full details to the nominee. **(In most of the cases MD will himself be the nominee).**

## Actioning Complaint

- The nominee contacts the complainer to:
  - Express regret complaint raised.
  - Talk through the complaint.
  - Ensure complainer understands VINCERT limitation of role for complaints against our clients.
  - Nominee investigates the complaint and discuss the possible judgment with MD;
  - Whether a visit to the clients is required.
  - Where a visit is required, the nominee makes a visit within the 20-day period or Recommend on site visit to be at the next scheduled assessment visit.
  - Investigate the complaint, reveal the truth and record all details. A recommendation is required to how much extent this affects their Management System and if any supplementary assessment is required. This could be either a pre poning of the coming up assessment.
  - A very serious complaint with necessary evidences and investigation reveal that. In such case the registered client is notified that this could result in the registration getting jeopardized and may be terminated if not successfully resolve the situation. A time frame is settled with registered client and see the improvement of the situation through a supplementary assessment.
  - **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. MD 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 reviews all details given by Nominee and takes a judgment about the next visit or Registration status.
- Managing Director writes a formal closure to Complainer and any decision with regard the Client's improvement plans and actions taken and VINCERT approval.
- A B028 Complaint Register, **Investigation Notes** and closure letter are filed in the complaint file **along with B028.**
- A copy of B028 must be attached to the forthcoming B019 Assessor Allocation in order to make the visiting assessor aware of whole situation and a recheck of the effectiveness of corrective action on a longer term.

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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.