



Procedure-7

APPEAL, COMPLAINTS

QUALITY PROCEDURE

PURPOSE

To define the process of receiving and resolving the appeals, complaints

OBJECTIVE

To ensure that appropriate correction and as required corrective actions are taken in response to appeals and complaints received by Zhik Sys Co..

SCOPE

Applicable to appeals and complaints received by Zhik Sys Co. from clients, customers of clients, or any other interested parties.

RESPONSIBILITY

Director technical is responsible for handling of appeals and complaints till resolution and for any communication to the appellent / complainant.

M.D is responsible for ensuring that all appeals and complaints are investigated and resolved.

Definitions

Appeal:

Request received for reconsideration of any adverse decision of Zhik Sys Co. attributable to office activities or on-site-audit activities.

Complaint:

Dissatisfaction communicated to Zhik Sys Co. which may be attributable to office activities or on-site audit activities.

Appeals

Zhik Sys Co. takes responsibility for all its decisions at all levels in the handling of appeals. It is ensured that personnel engaged in the appeals- handling process are different from those who carried out audits and made the certification decisions.

Appeals handling process

The appeal can be received by e-mail, fax, written, verbal. On receipt of an appeal, evaluates gathers and verifies all necessary information to validate the appeal.

QUALITY PROCEDURE

The appeal is recorded, acknowledged and communicated to the appellant

Carries out investigation of the appeal taking into account results of previous similar appeals. submits a report indicating the results of investigation and the actions to be taken as well as the reply to be sent to the client.

The final decision is made by on the basis of the review of report received from /Nominee. In case was previously involved in the certification decision related to appeal, the decision is taken by another nominated person who was not previously involved in the specific certification audit / decision process.

tracks and records the actions taken and the appellant is kept informed by on the progress till the appeal is resolved. At the end of appeal handling process, formal notice is given to the appellant by.

would ensure that appropriate correction and corrective actions are identified and implemented where required.

ensures that submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellants.

submits his report to director technical and the decision will be communicated to the appellant.

The progress report shall be send to appellant and request him for the feedback within fifteen days. if the complainant does not come back it means the appeal is solved.

This shall be shown and discuss with impartiality committee.

Confidentiality shall be maintained throughout.

Complaints

The complaint can be received by e-mail, fax, written, verbal. We will only accept such complaints with proper identification of the person. On receipt of complaint, evaluates gathers and verifies all necessary information to validate the complaint. In case it is confirmed that the complaint relates to certification activities, AC committee shall initiate investigation.

Director technical ensures that the persons engaged in complaints handling process are different from those who carried out audits and made the certification decisions.

If the complaint is about certified clients, it will be communicated to the concerned client at an appropriate time. The complaint is recorded, acknowledged and communicated to the complainant

Complaints are investigated by for deciding actions to be taken in response to the complaint.

In case the complaint is against the certified client, the investigation shall consider the effectiveness of certified management system and any actions required are decided by

implements the actions decided and track the actions taken till its completion. also ensures that corrections and appropriate corrective actions are implemented and completed where required.

Whenever possible, communicates the progress on the actions to the complainant and at the end of complaint closure; formal notice is given to the complainant.

The above activities of complaint handling process are subjected to requirement for confidentiality as it relates to the complainant and to the subject of the complaint.

QUALITY PROCEDURE

The progress report shall be send to complainant and request him for the feedback within fifteen days. if the complainant does not come back it means the complaint is solved

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

Corrective actions as required are dealt with as per procedure (Corrective and Preventive Action)

Confidentiality shall be maintained throughout.

This shall be shown and discuss with impartiality committee.

Record

Complain-Action

CRM SharePoint