

Complaints and Appeals

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Change history

Version	Author	Description
1	Sumit Dey	Initial Issue -1 Dated – 10 th OCT 2017
Current - Issue - 2	Sumit Dey	COTECNA New Logo Applied - Dated 22 nd FEB 2019

1 Complaints and Appeals

Information of Appeals, Complaints and Disputes is in the following procedure: IN-CS-SP-06 Complaints and Appeals.

The client has the right to make appeals, where appropriate. COTECNA shall keep confidential all matters relating to those who brought complaints, appeals and disputes and not discriminate actions against them. Complaints, appeals, disputes should be handled, within 15 working days after receipt.

The decision to communicate with whosoever registers a complaint, appeal or dispute must be carried out or reviewed and approved by an independent person having no prior involvement with the appeal, complaint or dispute.

Step	who
1. Receive the client’s complaint, appeal or dispute, whether the means is by correspondence, e-mail, appeals, complaints, dispute record (Complaint and Appeals Registers), telephone, fax or any other media and forms.	Certification/Technical Manager or delegate
2. Record the description and concerning information of received complaints, appeals or dispute related with certification activities or certified client in appeals, complaints, dispute record. (Complaint and Appeals Registers)	Certification/Technical Manager or delegate
3. Classify and Validate the appeals, complaints, dispute record, gathering and verifying all necessary information. If it is not valid case, give a formal notice about the reasons of reject.	Certification/Technical Manager and/or the Senior Manager (Business Head Certification Services)
4. Record the validated appeals, complaints, dispute in (IN-CS-SP10/02 “Internal corrective and preventive action log”) and appeals, complaints, dispute record. (IN-CS-SP06/01- “Complaint and Appeals Registers”)	Certification/Technical Manager or delegate

<p>5. Notify to the complainant about knowledge of receipt of the appeals, complaints or dispute.</p>	<p>Certification/Technical Manager or delegate</p>
<p>6. Evaluate the impact of effectiveness of the certified management system and its repeatability.</p>	<p>Certification/Technical Manager or delegate. Advisory Board / Appeals Committee.</p>
<p>7. Investigate and Make decision on appeals/ complaints/ dispute what actions are to be taken in response to it.</p>	<p>Certification/Quality Manager or delegate Advisory Board / Appeals Committee, if the appeal was escalated.</p>
<p>8. Do appropriate corrections, analysis of root causes and corrective actions and Record them in (IN-CS-SP10/02 “Internal corrective and preventive action log”)</p>	<p>Assigned responsible</p>
<p>9. Review and approve the corrections, root causes and corrective actions</p>	<p>Certification/Technical Manager or delegate</p>
<p>10. Once the appeals/ complaints/ dispute treatment is done, Record the progress history in (IN-CS-SP06/01- “Complaint and Appeals Registers”)</p>	<p>Certification/Technical Manager or delegate</p>
<p>11. Update (IN-CS-SP10/02 “Internal corrective and preventive action log”)</p>	<p>Certification/Technical Manager or delegate</p>

12. Give the formal notice of the end of the appeals/ complaints/ dispute handling process and the appeals/ complaints/ dispute progress history to the appeals/ complaints/ dispute.	Certification/Technical Manager or delegate
13. If applicable, determine the need to be made public the subject of complaints and its resolutions.	The client and the complainant and Certification/Technical Manager or Advisory Board / Appeals Committee

For reporting please contact - indiacertification@cotecna.co.in