	System Procedure “Complaints & Disputes”		SP 18 Rev 01
	Controlled Version	Property of ICMQ India	


System Procedure SP18

Complaints & Disputes

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1 Scope and purpose

This Procedure establishes the process for managing eventual complaints arising from:

- certified or under certification/inspection process organization or where training has been given;
- customer of certified/inspected organization or students of training;
- Stakeholders. (For e.g.: workers, trade unions, research institutions, NGOs, community organizations, Labour experts & suppliers including empanelled staff and accreditation Bodies)

This procedure is applicable for the following services:

- Management systems certification
- Inspection
- Product Certification and
- Training

2 Responsibility

	Any ICMQ person	HCB/HIB/ HPCB/HTB	MR	Managing Director
Record any claim	X			
Informs the Head of scheme about complaint		X		
Interview the interested Auditor/Inspector/faculty		X		
Monitor the complaint process		X		
Ensures that the procedure is applied		X		
Communicate with Claimant			X	
Propose the solution to MD			X	
Prepare the final answer to claimant				X
Archives the complaint documentation		X		

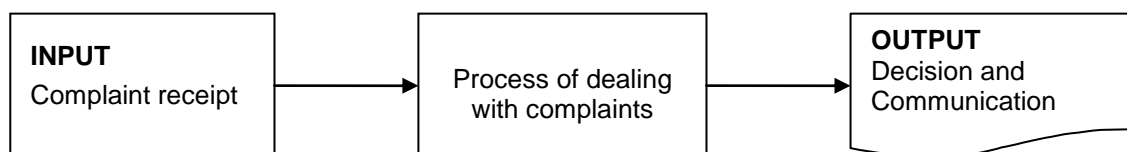
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3 Related processes



4 Complaint management

ICMQ recognizes the customer and other stakeholders the right of being informed about this procedure in the:

- the WEB site
- the “General Terms and Conditions for Certification/Inspection” (MS/INS/PC DOC 101).

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

ICMQ shall 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.

4.1 Complaint receipt

Complaint can be made by any person or body against the certification body and its procedures for e.g.: against certificate issue, refusal, suspension, or withdrawal or should the service be faulty, below customer expectations, incomplete or deviate in any way from the contract, conduct of the auditor/inspector/trainer etc.

The complaint must be made in writing to the Head of the scheme . Any ICMQ employee receiving a complaint will promptly notify, by mail, the complaint to the Management Representative for knowledge.

The Management Representative reviews the complaint and, in case the complaint is not resolved satisfactorily at the branch level, the Scheme Head strives to reach an amicable settlement.

Should this fail, the complaint, together with records of preceding reconciliation attempts will be opened and processed according with this procedure.

If the complaint is rejected the Management Representative sends to the claimant a written communication explaining the reason of the rejection.


4.2 Complaint examination

In case of written complaint the process starts with the complaint form; if the complaint is verbal the Management Representative opens the process by filing the Internal Non Conformity form (Form 06).

The examination process of complaint concerning a certification/inspection starts with a written communication by the complainer. ICMQ shall confirm whether the complaint relates to certification/inspection activity for which it is responsible.

The MR creates a folder in which collects all the documentation related to the complaint and, if necessary the MR informs the interested Auditor/inspector/trainer requesting for a written opinion.

ICMQ shall acknowledge receipt of the complaint, and, whenever possible, shall provide the complainant with progress reports and the outcome.

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4.2.1 Preliminary analysis

Any complaint notified by complainer will be processed as follow.

- 1) a special visit would be executed in the organization premises or site, depending on the criticality of the complaint, by Auditor/inspector who will have the task of preparing a report showing his evidences and including the opinion of the Organization to be undersigned and his opinion.
- 2) a meeting with the Organization representatives;
- 3) both.

The complaint notified by a third party will be processed individually depending on the situation.

4.2.2 Action following the preliminary analysis

If the preliminary analysis conducts to the complaint resolution the Management Representative, after the Managing Director approval, plans and deploys the eventual corrective actions related with the ICMQ activities or requires the corrective action to the organization.

The Preliminary analysis closure must be remarked in written.

If the Preliminary Analysis does not address any resolution of the complaint, then the Management Representative notifies the file to the Committee for Safeguarding Impartiality suggesting the proposals.

In any case the preliminary analysis and the following corrective actions must be closed within one (1) month from the complaint receipt.

4.2.3 Complaint examination by the Committee for Safeguarding Impartiality

The complaint is notified to the Committee for Safeguarding the Impartiality only for the most relevant aspects of the certification process (complaint for the Auditor behaviour or the ICMQ employees) who has to examine the complaint in the first meeting following the communication.

If the Committee understands that there are not many elements required for taking a decision it may require more detailed information regarding the complaint, which is promptly given by the Business line manager

The Committee for Safeguarding the Impartiality, during the meeting or in the following meeting after more detailed information collection must decide if accepting or not the complaint and will prepare the notification to the claimant organization.

The communication will be notified to the organization by the Service Head.

4.3 Answer to claimant

The Management Representative will monitor the process and will put in condition the Managing Director to notify the complainant with the final decision within 1 month from the process conclusion as per clause 4.2.1 and 4.2.2.

4.4 Test on sample


If the complaint regards the Product Certification Scheme, ICMQ may execute the test usually executed on the product object of the certification.

If necessary, compliance verification with applicable standards may be executed as established by the company internal quality control.

The cost borne by ICMQ for sample picking and test execution will be charged according with the following criteria:

- if the test is positive the fee is charge to the claimant;
- if the test is negative the fee is charged to the manufacturer company.

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For this reason, before executing the picking up and executing the test, it's required to receive a written acceptance of this procedure by the claimant.

If further test and research are required to understand better the problem ICMQ will execute any activity only upon written request from the claimant who will bear the related costs.

5 Disputes

ICMQ may receive disputes concerning the services in cases where:

- a) Certified clients or under inspection process
 - regarding fees,
 - services as promised but not delivered,
 - client does not follow the contractual obligation mentioned in DOC 101 especially the use of logo and ICMQ certificate
- b) stakeholders like, Regulatory bodies, clients' customers, accreditation Bodies
- c) other interested parties pertinent to above points

Standard practices of handling disputes is followed. If there is any requirement for appointing an arbitrator by either parties, then this is accomplished as per the statutory requirements.

All the legal proceedings, if escalated, shall be within the jurisdiction of Mumbai court.

6 Records

All the steps of the complaint treatment (minutes of meetings, exchange of written information between the organization and the auditor, etc.) must be duly recorded

Records are archived by the Service Head.

A copy of the documentation must be sent, per knowledge, to the Service Head.

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