	<b>COMPLAINTS</b>		
	Revision	Document Number	Pages
	6 10/15/2015	RS-1701	Page 1 of 3

## 1.0 Purpose


- 1.1 This policy covers 'complaints' from persons inside of IAPMO R&T Registration Services and from persons external to it. "Complaints" cover all manner of communications with IAPMO R&T Registration Services including, but not limited to: telephone calls, letters, faxes, E-mails, and personal visits to the R&T office for the purpose of communicating a problem.

## 2.0 Responsibility

- 2.1 The Management Systems Certification Manager is ultimately responsible for the expeditious resolution of all complaints, their documentation and dissemination among appropriate departments and/or staff persons within IAPMO R&T Registration Services. The underlying goals of the complaint system are the mutually satisfactory resolution of problems between IAPMO R&T Registration Services and its customers, the overall strengthening of the service provider/customer relationship, and the improvement of IAPMO R&T Registration Services internal policies and procedures. The Management Systems Certification Manager is responsible for informing the Vice President of Management System Registration of all complaints which could impact the organization, or which in his judgment the Vice President of Management System Registration should be aware of, because of the possibility of harm to IAPMO R&T RS's reputation or proper functioning as a Registrar.

## 3.0 Procedures


- 3.1 All complaints are to be documented using the Complaint Form (Form 017). The complaint form has ample room for documenting all communications and actions pertaining to the case. Additional sheets of paper can be affixed as needed.
- 3.2 All customer correspondence must be attached to the form for the record.
- 3.3 IAPMO R&T RS acknowledges the receipt of the complaint to clients and provide them with any progress and outcome of their complaints. Any decision made as a result of the complaint shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint. IAPMO R&T RS will provide formal notice of the final outcome of the complaint to the complainant.
- 3.4 Complaint forms documenting open and as yet unresolved issues, pending further information or action, should remain in a "suspense file" in the Management Systems Certification Manager office, suspended for review in 10 working days.

	<b>COMPLAINTS</b>		
	Revision	Document Number	Pages
	6 10/15/2015	RS-1701	Page 2 of 3

- 3.4.1 During the review process, the Management Systems Certification Manager will conduct investigation. The investigation process will include gathering and verifying all necessary information to validate the complaint.
- 3.4.2 During the investigation process, the Management Systems Certification Manager is to confirm whether the complaint relates to certification activities that IAPMO R&T RS is responsible for or whether it relates to a certified client.
  - 3.4.2.1 For a complaint that relates to a certified client, IAPMO R&T RS will consider the effectiveness of the client's management system when examining the complaint and will refer such complaint to the client in question at an appropriate time.
- 3.4 All complaint forms documenting resolved issues should be marked "Closed" and filed in the ISO server, filed alphabetically by complainant's company name (best if cross-referenced to a registered name.)
- 3.5 All complaints are considered a high priority action and the goal should be to resolve the issues as quickly as possible and to properly document the case consistently throughout its life cycle.
- 3.6 All actions taken shall be documented.
- 3.7 IAPMO R&T RS will investigate the 'root' cause of the problem to develop corrective action, as a measures for restoring conformity to ISO/IEC 17021 as soon as possible, preventing recurrence , and for assessing the effectiveness of the corrective measures adopted. Root cause and related corrective action is documented in Form 057 (Corrective Preventive Action Report).
- 3.8 IAPMO R&T RS will 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.
- 3.9 Submission, investigation, and decision on complaints will not result in any discriminatory actions against the complainant.

#### 4.0 Associated Documentations

- 4.1 Form 017 Complaint Form
- 4.2 ISO/IEC 17021-1:2015 International Standard

	<b><u>COMPLAINTS</u></b>	
	Revision	Document Number
	6 10/15/2015	RS-1701
	Pages	
	Page 3 of 3	

4.3 Form 057 Corrective Action Report