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|  | Procedure | Standard no. | OSS/P/10 |
| | | Revised date | 14.02.2009 |
| | Appeal, Complaints Control | Rev. no. | 03 |
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| Revision history | | | |
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| NO | Revised date | Contents | Remarks |
| 0 | 03.10.2008 | ➤ Created | |
| 1 | 29.01.2009 | ➤ Para 4 responsibility added | |
| 2 | 04.02.2009 | ➤ Para 5.2 , 5.8 and 7 reviewed. | |
| 3 | 14.02.2009 | Para 3 , s.no. 10 reviewed, Para – 5.1 Reviewed ,Para-6 reviewed | |
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1. Purpose

This procedure describes the guideline to deal with the raising of dissatisfaction, dispute and appeal directly related to quality system of certification customer.



2. Related documents


2.1 Manual

2.2 ISO/IEC 17021 eligibility examination – demands to certification /registration body of management system



3. Related procedure


| No. | procedure | Main activities | Related document & record |
|-----|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| 1 | Receive dissatisfaction | <ul style="list-style-type: none"> ❖ All dissatisfaction shall be received officially to OSS by writing/homepage etc. within 30 days after the occurrence of event. ❖ The content of received dissatisfaction shall be written in customer dissatisfaction dealing report and conveyed to the head of administration management team. ❖ Received complaints shall notify by telephone or official letters. | Customer dissatisfaction /appeal dealing list |

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| 2 | Related to certification activity? | <ul style="list-style-type: none"> ❖ Check if the content of dissatisfaction is directly related to certification activity . ❖ If it is (Yes) move on to 4th step ❖ If it isn't (No) move on to 3rd step | |
| 3 | Handling of Dissatisfaction | <ul style="list-style-type: none"> ❖ Dissatisfaction which isn't directly related to certification activity shall be dealt by the person in charge of dissatisfaction and reported verbally. And then it shall be closed after checking that it is dealt on customer dissatisfaction /appeal dealing list. ❖ At this time additional follow-up measures aren't taken and corrective actions are taken only when judged necessary. | Customer dissatisfaction /appeal dealing list |
| 4 | Dissatisfaction investigation | <ul style="list-style-type: none"> ❖ It shall be dealt with by collecting independent investigation team and if it is related to certification customer, for the investigation of dissatisfaction, the effectiveness of certified management system shall be considered. ❖ The result of investigation shall be written on customer dissatisfaction /appeal dealing report. | customer dissatisfaction /appeal dealing report |
| 5 | Handling of Dissatisfaction | <ul style="list-style-type: none"> ❖ Take actions to settle dissatisfaction and record the result of measures in customer dissatisfaction /appeal dealing report. ❖ Notify customer who raised dissatisfaction of the result of measures. | customer dissatisfaction /appeal dealing report |

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| 6 | Satisfied actions? with | <ul style="list-style-type: none"> ❖ Is customer who raised dissatisfaction satisfied with the result of measures? ❖ If he/she is (Yes) move on to 7th step ❖ If he/she isn't(No) move on to 8th step | |
| 7 | Corrective Action | <ul style="list-style-type: none"> ❖ Dissatisfaction which isn't directly related to certification activity shall be dealt by the person in charge of dissatisfaction and customer dissatisfaction /appeal dealing report shall be closed and signed (approved) and conveyed to the person in charge. And then it is notified to customer officially. ❖ If recognized as corrective actions are required, take corrective actions. | |
| 8 | Receive appeal | <ul style="list-style-type: none"> ❖ All raising of appeal shall be received to OSS within 30 days after closing dissatisfaction dealing. ❖ All raising of appeal shall be conveyed to the director of administration/management office and he/she shall convey customer dissatisfaction /appeal dealing report and all application document to raise appeal to vice president/president. | customer dissatisfaction /appeal dealing report |
| 9 | Appeal Dealing | <ul style="list-style-type: none"> ❖ CEO shall appoint appeal dealing team. ❖ Examine dissatisfaction and dealing of dissatisfaction independently and write the response on paper based on the survey result and report it to CEO. | |



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| | | <ul style="list-style-type: none"> ❖ The relevant team shall take measures depending on the content of response and submit the determination of appeal dealing team to dissatisfaction raiser by writing. | |
| 10 | Satisfied with determination? | <ul style="list-style-type: none"> ❖ Is appeal raising customer satisfied with the determination of appeal dealing team? ❖ If yes, the appeal raising customer will give the written satisfactory statements to OSS to avoid the discriminatory actions. ❖ Similarly OSS will also send the official satisfactory closer to appellant to avoid the discriminatory actions ❖ If he/she is (Yes) move on after returning to 7th step ❖ If she/he isn't (No) move on to 11th step | |
| 11 | Arbitration process | <ul style="list-style-type: none"> ❖ The person who isn't satisfied with the determination of OSS appeal dealing can raise appeal additionally and this appeal shall be submitted officially within 30 days after receiving the determination of appeal dealing. ❖ This appeal raising shall be submitted to arbitration process of JAS-ANZ and all the people interested shall agree to follow the determination of the arbitrator. | |

4. Responsibility :

The OSS shall be responsible for all decisions at all levels of the appeals-handling process. The key responsibility lies with the operating committee and CEO of OSS.

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5. Generals

5.1 If dissatisfaction etc. is received, it shall be registered in customer dissatisfaction /appeal control list on the received date, and then be conveyed to the head of administration/management office and determination relating to certification shall be made.

During appeal/ Complaint /Dissatisfaction investigation following should be considered

- an outline of the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to it, taking into account the results of previous similar appeals
- tracking and recording appeals, including actions undertaken to resolve them
- ensuring that any appropriate correction and corrective action are taken

5.2 The determination of dissatisfaction etc. shall be made or examined and approved by gathering and verifying all necessary information to validate the complaint. The person having no connection with the dissatisfaction is responsible. and it shall not cause any discriminate measures to dissatisfaction-raising organization/person.



5.3 If received dissatisfaction etc. is judged to be directly related with certification activity, investigation team shall be collected within one day and necessary measures including writing of customer dissatisfaction /appeal dealing report etc. shall be taken.


5.3.1 In principle, if customer dissatisfaction /appeal dealing report is completed, the measures shall be taken within 5 business days.

5.3.2 In the case of dissatisfaction with certification customer, inquiry to certification customer shall be made at an adequate period.

5.4 If judged as received dissatisfaction etc. has no connection with certification activity, it shall be notified to the department concerned on that day and dealt with within 3 working days. When notification of correcting dissatisfaction is made, all measures taken shall recorded and closed on the customer dissatisfaction /appeal dealing list.

5.5 If it exceeds the period to be corrected, the measures against it shall be taken after receiving the approval of the head of administration/management office and notifying customer of it. .

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5.6 When notifying customer of the measures taken against customer dissatisfaction etc., the notice that if there is any appeal, receipt shall be completed within 30 days shall be made, too.

5.6.1 If appeal raising is received exceeds 30 days after the closing, it will be registered in customer dissatisfaction /appeal dealing list but whether to take measures shall be determined at the director of the department.

5.6.2 Validity of appeals and complains shall be confirmed and all collected information shall be approved. Also similar previous results of appeal shall be concerned.

5.7 Object of dissatisfaction, whether to disclose the settlement and its range shall be determined together with customer /dissatisfaction raiser. The determination on the confidentiality of complaint requires the appeal rising against the complain of a certain person concerned and this determination shall be justified.



5.8 Trail and record about action taken for settlement of appeal and complaints should be maintained. Also appeal raising customer should be made aware / informed time to time about the actions taken regarding the progress status of complaints.

5.9 Proper correction and corrective action should be guaranteed to be taken.

5.10 If complaint is not satisfied with the result, or passed three months from agreed time, it can be sent over JAS-ANZ.

6. Appeler shall be notified closing process of appeals and complaints by receiving the written satisfactory statements from Appeler and official letter by OSS to appeler for closer of appeal and complaint. To avoid the any discriminatory actions against the appellent

7. The appeals & Complaint handling process & its status is publicly accessible on the web site www.oss certification.com

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