

TITLE: COMPLAINTS MANAGEMENT

Introduction

BSCIC understands that Complaints represent a potential incident and an indication to possible nonconformity. Through this procedure we want to ensure that BSCIC handles complaints about BSCIC Procedures / BSCIC Representatives in a positive manner and that our performance in dealing with customer feedback is monitored.

Purpose

The customer feedback system is the way in which we derive maximum benefit from any criticism about BSCIC Procedures / BSCIC Representatives for analysis. If necessary, corrective action and quality improvement actions are implemented.

Definitions

The following terms have been used in this procedure:

- **Complaint**

A complaint about BSCIC Procedures / BSCIC Representatives is where a customer/Complainer expresses dissatisfaction with the service delivered by BSCIC.

- **Complainer**

The individual or organisation informing us of the complaint. **Submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant.**

- **Nominee**

The BSCIC person best positioned to under take the necessary investigation. Always decided by Chief Executive. In most of the cases CE himself conducts investigations.

Complaint Handling Process (Reference is made to ISO 10002)

- **Receipt**

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- a. Complaints may be received over telephones. The recipient must ensure that he/she has understood the complaint against BSCIC Procedures / BSCIC Representatives, before thanking him /her and made a clear note.
- b. Complaints may be received over e mails or through letters.
- c. **Complaints may be considered as a result of Below Average (1) or Average (2) Customer feedback. BSCIC welcomes Customer Feedback through its publically accessible Customer Feedback Questionnaire. In case an active certification client responds with a feedback score of 1 / 2, BSCIC considers it as a complaint. In such cases, the concerned complaint is logged in on the Complaint Register i.e. B028 & investigation is done in line with this procedure.**
- d. Complaints may be forwarded from an Accreditation Body.

ALL COMPLAINTS MUST BE DIRECTED TO CHIEF EXECUTIVE PROMPTLY.

BSCIC to conduct audits of certified clients at short notice **or unannounced** to investigate complaints, or in response to changes, or as follow up on suspended clients, in such cases:

- describe and make known in advance to the certified clients the conditions under which such audits will be conducted;
- exercise additional care in the assignment of the audit team because of the lack of opportunity for the client to object to audit team members

The Chief Executive & the relevant managers of BSCIC is responsible for all decisions at all levels of the complaints & appeals-handling process. The persons engaged in the complaints & appeals-handling processes are different from those who carried out the audits/ process related to Certification scheme and made the certification decisions.

Acknowledgement

The Chief Executive sends a formal acknowledgement to the complainer within two working days.

Allocation

- Form B028 Complaint Register is filled with the details.
- The Chief Executive will allocate the complaint with full details to the nominee. **(In most of the cases CE will himself be the nominee). The Nominee in all the cases will be independent from the subject of complaint / Complainant.**

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Actioning Complaint

The nominee contacts the complainer to:

- express regret complaint raised
- talk through the complaint
- advise of next step and time scale
- Nominee investigates the complaint and reveals the truth with the Complainer and the subject. Where a visit to Complainer or Subject is required is made to complete the investigation. Nominee may use any suitable form of **Investigation Notes** for recording any facts gathered.
- Nominee to report to Chief Executive in writing if unable to close the complaint within the 20 day period.
- Chief Executive provides the Complainer the progress on the complaint and the brief about the investigation output and which way the investigation is heading about. CE assures to complainer the provision of full detail when the complaint is closed.
- **Aged complaints at BSCIC are to be directed to the Accreditation Body. The Complainer can refer to Accreditation body in case he/she is not satisfied with the resolution and if the complaint is not resolved within three months of the agreed time frame.**

Closure

- The nominee completes all internal paperwork and sends it to the Chief Executive for closure.
- Chief Executive writes a formal closure to Complainer and any decision to the subject for considering a corrective action and demonstrating improvement in future.
- B028 Complaint Register, Investigation Notes and closure letter are filed in the complaint file.
- Complaints root cause and corrective action details are recorded and any changes in the Documented System of BSCIC is thoroughly assessed during Internal Audit and reviewed during Management Review for their effectiveness.
- **BSCIC determines, 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. This process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint. Communication decision is kept as a record.**

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Records

B028 Complaint Register, Investigation Notes and relevant gathered records are retained for Six years.