



PROCEDURE : COMPLAINT HANDLING

1. **OBJECTIVE**

To ensure that complaint is handled and carried out effectively and accepted by the complainant.

2. **SCOPE**

For accreditation complaint handling.

3. **DEFINITION**

Complaint is a formal expression of dissatisfaction of any person or any organization that is lodged to the *ONSC* with some matters related to the *ONSC* accreditation activities or the *CABs* for certification, inspection, testing or calibration that expecting response to the issue.

4. **REFERENCE**

4.1 ISO/IEC 17011:2017 *Clause 7.12*

4.2 QM Section 7 *clause 7.3.2.3*

4.3 Procedure: Committee and Sub-Committee Meeting(PAD-MT01)

4.4 Procedure: Corrective and Preventive Action(PSY-CA01)

4.5 Procedure: Management Review(PSY-MR01)

4.6 Procedure: Identification of Conflict of Interest and Declaration of Confidentiality
(PSY –CF01)

5. **RELATED MATTERS**

5.1 Complaint List(FSY-CP01)

5.2 Complaint file

5.3 Record of Achievement Result Form (FSY-CP02)

5.4 Categorization of Dispute, Complaint and Appeal Form (FSY-CP03)

6. FLOW CHART

RESPONSIBLE PERSON	ACTIVITIES	RELATED MATTER
6.1 Admin. Section	Receive the written complaint and propose to ONSC Director for consideration	Complaint letter e-mail
6.2 ONSC Director	Assign QMR to categorize the issue and assign responsible person	
6.3 QMR	<ul style="list-style-type: none"> – Categorize the issue – Register the complaint – Establish a form to record of achievement results (FSY-CP02) – Notify responsible person 	FSY-CP01 FSY-CP02 FSY –CP03
6.4 Responsible Person	<ul style="list-style-type: none"> – Acknowledge the complainant for receipt of the complaint – Investigate / Report the information and/or propose corrective action and submit to ONSC Director 	PSY-CA01 PSY-CF01
6.5 ONSC Director	Consider the information and the proposed action and/or propose to committee, sub-committee and/or NSC (where relevant)	PAD-MT01
6.6 Responsible Person	<ul style="list-style-type: none"> – Take action as proposed – Record all progressions in FSY-CP02 until the end – <i>Formal notice of the end of handing process to the complainant in writing</i> and inform QMR 	FSY-CP02
6.7 QMR	<ul style="list-style-type: none"> – Register to close the complaint – Collect the record of achievement result (FSY-CP02) and keep in Complaint file – Summarize and propose to Management review meeting 	FSY - CP01 FSY- CP02 PSY-MR01

7. PROCEDURE

7.1 ADMINISTRATION GROUP

- 7.1.1 Receive written complaint in the form of complaint letter or e-mail, together with evidence from complainant.
- 7.1.2 Propose to the ONSC Director for consideration.

7.2 ONSC DIRECTOR

- 7.2.1 Assign QMR to categorize whether it is complaint, dispute, appeal *or others such as any discussion matters*. In case it is a dispute, assign responsible person to take the resolution, if cannot give the conclusion, proceed follow clause 7.2.2 as a compliant.
- 7.2.2 In case it is a complaint, a responsible person shall be appointed as follows:
 - (1) If the complaint is involved with NSC, Committee, Sub-committee or Appeal Panel, responsible person is Chairman of NSC, Committee or Sub-committee, as appropriate.
 - (2) If the complaint is involved with the ONSC Director, responsible person is TISI Secretary-General.
 - (3) If the complaint is involved with Accreditation Review Panel (ARP), assessors or any ONSC staffs, responsible person is Chief of the group involved or assigned person who is conflict free from the complaint.
 - (4) If the complaint is involved with accredited bodies or certified organizations under accreditation, responsible person is ONSC relevant case officer.
- 7.2.3 Forward to QMR to register the complaint

7.3 QMR

- 7.3.1 Categorize the issue by using FSY-CP03 and register the complaint in form FSY-CP01 and provide record of achievement results form (FSY-CP02) for responsible person to record the results on.
- 7.3.2 Collect the related documents in complaint file and forward to the responsible person.

7.4 RESPONSIBLE PERSON

Acknowledge the complainant for receipt of the complaint, investigate the cause, report the information and/or propose corrective action according to PSY-CA01 as follows:

- 7.4.1 If the complaint is involved with NSC, Committee, Sub-committee or Appeal Panel
Investigate to resolve all issues relevant, considering both immediate and long term action required by all parties concerned until it could be finalized and submit to the ONSC Director for consideration the proposed actions.
- 7.4.2 If the complaint is involved with the ONSC Director
Investigate relevant facts and consider for taking action.
- 7.4.3 If the complaint is involved with ARP, assessors or ONSC staffs
Investigate relevant facts; make recommendation to the ONSC Director for taking action.

7.4.4 If the complaint is involved with accredited bodies or certified organizations under accreditation

- (1) A first step, cooperate with relevant accredited body to take action to the complaint. If the complaint handling is satisfactory, summarize it according to 7.6. If not, complainant may lodge the same issue to ONSC which will investigate relevant facts, inform point of the complaint with relevant information to accredited bodies concerned by considering confidentiality according to procedure PSY-CF01. ONSC shall request the accredited body to explain the point of the complaint including comments and details on corrective actions, both short and long term, in writing within 15 working days of notification.
- (2) In case the reply is not received within the time limit, a reminder with ten working days extension shall be dispatched
- (3) In investigating the relevant issue, there may be several correspondence among relevant bodies and additional assessment, these shall be recorded in complaint file and application file.
- (4) When the resolution is reached, submit to ONSC Director to proceed.

If the issue cannot be resolved by 7.4.2, 7.4.3 or 7.4.4, the matter shall be submitted to Committee, Sub-committee and/or NSC for consideration or action in accordance with relevant procedures.

7.5 ONSC DIRECTOR

Approve the resolution and proposed actions and/or submit the matter to Committee, Sub-committee and/or NSC for consideration as appropriate in accordance with procedure PAD-MT01

7.6 RESPONSIBLE PERSON

Take action according to the proposed action, record all progressions on record of achievement result Form (FSY-CP02) until finish. *Formal notice of the end of handing process to the complainant in writing* and inform QMR to close the complaint.

7.7 QMR

7.7.1 Receive the achievement result and record in complaint log (FSY-CP01) to close the complaint.

7.7.2 Collect record of achievement result (FSY-CP02) from the responsible person and keep in complaint file.

7.7.3 Summarize and submit to Management Review in accordance with procedure PSY-MR01.