PROCEDURE FOR HANDLING COMPLAINTS

1. PURPOSE

To ensure that all complaints received on the services and decisions of MBS-CID are addressed in timely manner.

2. SCOPE

This covers all complaints received on certified products.

3. RESPONSIBILITY

3.1 Complaints Committee is responsible for handling complaints and satisfactorily resolving them.

3.2 Head, CID- is responsible for providing secretariat for the complaints committee and be a member secretary to the committee.

4. PROCEDURE

4.1 Complaints committee

4.1.1 MBS-CID has constituted a complaints committee with the following composition to oversee complaint handling process:

1. Director QAS as Chairman of the Committee
2. Head Product certification
3. In charge engineering
4. In charge Non-engineering
5. DCO, Member Secretary of the Committee.

4.2 Process of complaints handling

4.2.1 MBS-CID has a documented process to receive, evaluate and make decisions on complaints. MBS-CID shall record and track complaints and actions undertaken to resolve them.

4.2.2 Upon receipt of a complaint MBS-CID shall confirm whether the complaint relates to certification activities for which it is responsible, and if so, shall deal with it.

4.2.3 MBS-CID shall acknowledge receipt of a formal complaint.
4.2.4 MBS-CID is responsible for gathering and verifying all necessary information (to the extent possible) to progress the complaint to a decision.

4.2.5 The decision resolving the complaint shall be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint.

4.2.7 Whenever possible, MBS-CID gives formal notice of the outcome and end of the complaint process to the complainant.

4.2.8 MBS-CID takes any needed subsequent action to resolve the complaint.