



## **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.