

Code:	QP 10
Document:	Procedure for Handling Complaints
Revision:	24/8/2017
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Amendments Records:		
Section	Summary of Changes	Revision
All	Reissue of all procedure in line with ISO/IEC 17021	20/8/2008
3	Make reference to JAS-ANZ Procedure 11	09/03/2011
5	Flow chart: to add in the determination that the complainant can refer to JAS-ANS if not satisfied with the result of complaint handling by QUACERT Add the Notes	09/03/2011
6	Add responsibility of QA Dept. on monitoring complaint handling	10.6.2017
2	Scope: Describe more clearly scope of complaints	24/08/2017

1. Purpose:

To defines the responsibilities and actions to ensure that all complaints of the QUACERT's activities are reviewed and corrective actions are taken to prevent its further reoccurrence.

2. Scope:

This procedure shall be followed when a complaint is received. (Including complaints represent a potential incident and an indication to possible nonconformity)

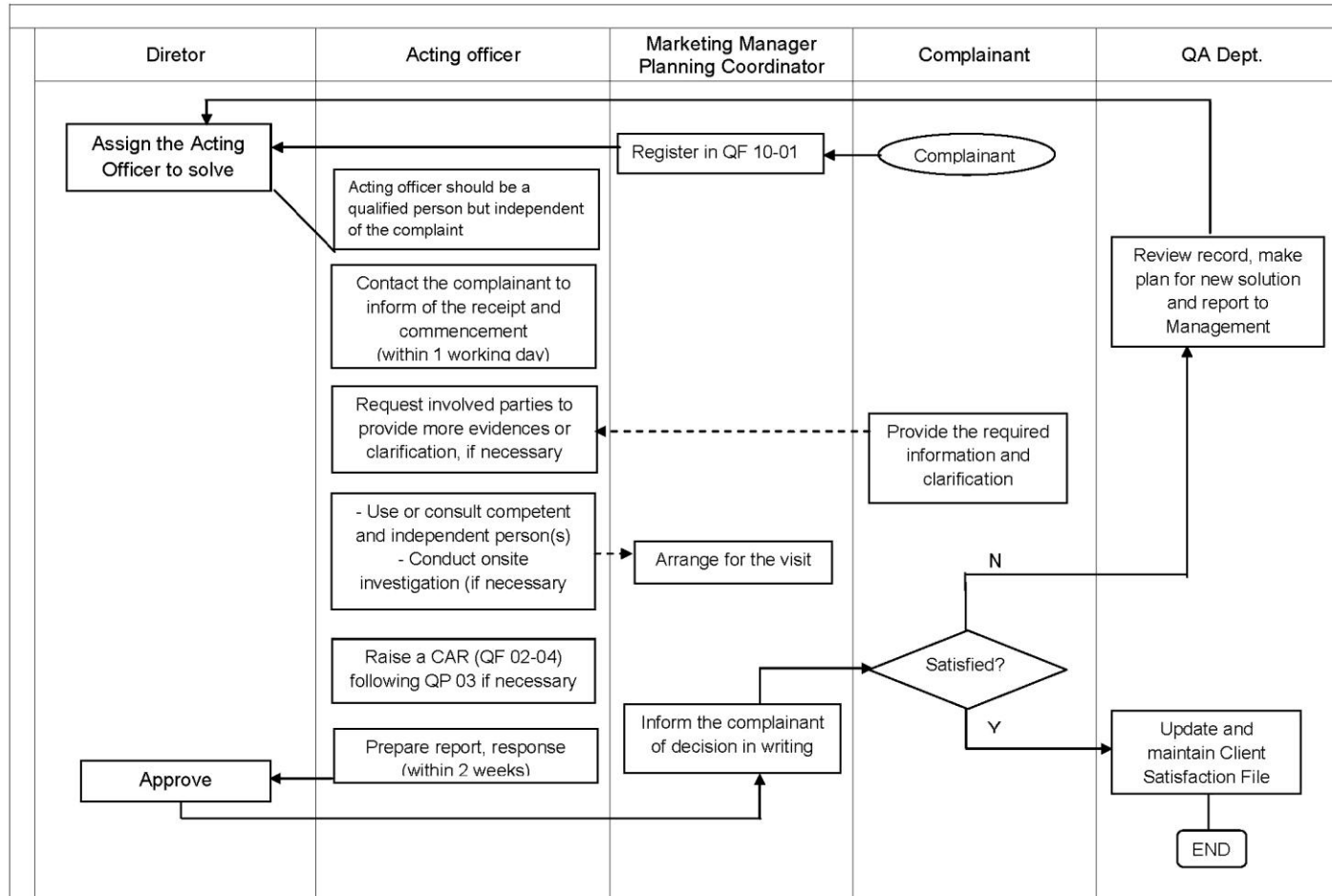
3. Related Documents:

- Decision 398/QC-QD on Terms and Conditions of Management Systems Certification
- QM 07 Quality Manual, Management of Certification Process
- QP 03 Procedure for Corrective and Preventive Actions
- JAS-ANZ Procedure 11

4. Terms and Conditions

- **Complaint:** A formal expression of dissatisfaction whether written submission based on sufficient objective evidence, signed by complainant and addressed to the Director or verbally expressed regarding some matter related to QUACERT, applicant for certification, certified organisation or certified product.

5. Procedure:



Note:

When handling the complaints, Acting officer shall contact the complainant to seek the agreement with him/her about the timeframe for complaint closure, then send a letter to the complainant stating that timeframe. QUACERT commits to handle the complaints within the agreed timeframe. However, if the complaints are not solved within 3 months, QUACERT shall notify the Accreditation Body (JAS-ANZ) the case.

JAS-ANZ website: <http://www.jas-anz.org>

6. Standard Forms

- **QF 10-01** Complaint Logbook