

TRUI CHÚI PH

Code:	QP 10
Document:	Procedure for Handling Complaints
Revision:	13/6/2024 No. 10
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### QP 10 - PROCEDURE FOR HANDLING COMPLAINTS

### **CONTENTS:**

- 1. Purpose
- 2. Scope
- 3. Related Documents
- 4. Terms and Definition
- 5. Procedure
- 6. Standard Forms

QP10 - Rev.: 13/6/2024 - P: 1/5





### QP 10 - PROCEDURE FOR HANDLING COMPLAINTS

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
4	Scope: Add applicant of GHG validation and verification program	13/6/2024

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### QP 10 - PROCEDURE FOR HANDLING COMPLAINTS

### 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

GHG QM

GHG validation and verification manual

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/GHG validation/verification, certified organisation or certified product.

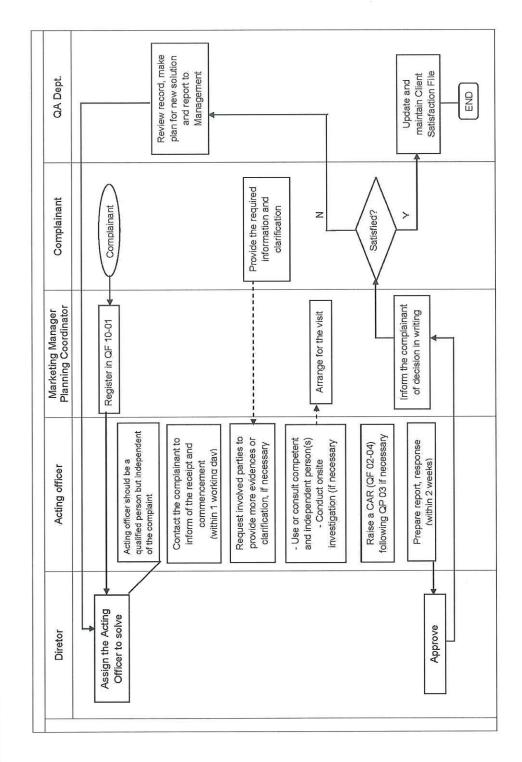
QP10 - Rev.: 13/6/2024 - P: 3/5

## VIETNAM CERTIFICATION CENTRE - QUACERT

# QP 10 - PROCEDURE FOR HANDLING COMPLAINTS

### 5. Procedure:

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### QP 10 - PROCEDURE FOR HANDLING COMPALINTS

### Note:

When handling the complaints, Acting officer shall contact the complainant to seek the agreement with him/her about the timeframe for complaint closure, than 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

QP10 - Rev.: 13/6/2024 - P: 5/5