



Code:	<b>QP 10</b>
Document:	Procedure for Handling Complaints
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**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:**

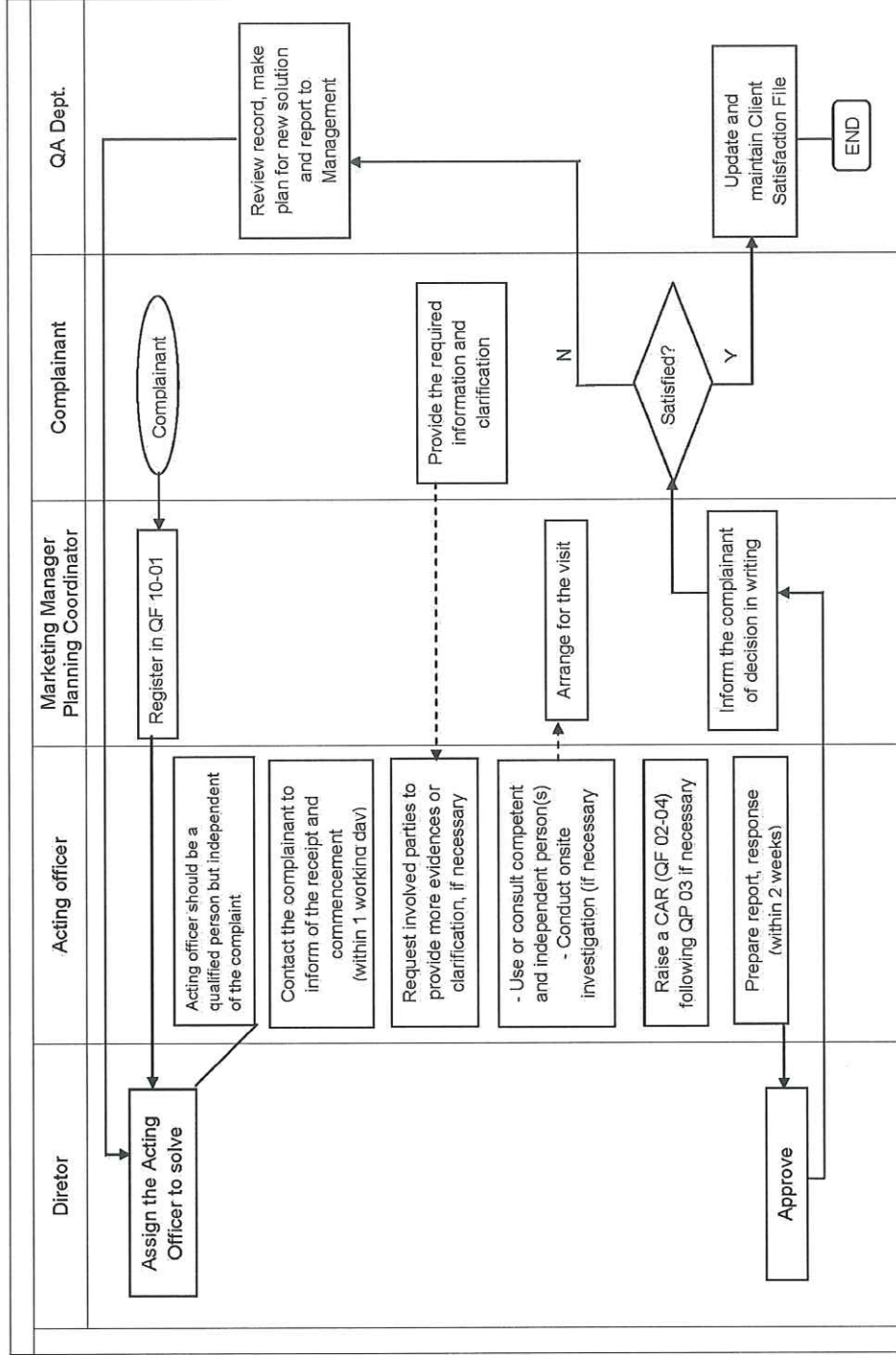
- Decision 398/QC-QD on Terms and Conditions of Management Systems Certification
- QM 07                   Quality Manual, Management of Certification Process
- GHG QM               GHG validation and verification manual
- QP 03                   Procedure for Corrective and Preventive Actions
- JAS-ANZ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

QP 10 – PROCEDURE FOR HANDLING COMPLAINTS

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