

PROCEDURE	THE MANAGEMENT OF COMPLAINTS	GHG-P-15
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1. SCOPE

This procedure is applicable to all complaints and disputes received by Best ISO.

2. RESPONSIBILITY

Responsibilities are as defined in the text of this Best ISO Procedure.

3. DEFINITIONS

3.1. A customer complaint is defined as an issue of customer dis-satisfaction relating to any aspect of Best ISO's service; which is communicated to a member of Best ISO staff in a formal manner; ie phone enquiries do not constitute complaints unless the client specifically states that he or she is making a complaint. It is critical that complaints are formally communicated in order that an accurate record of the problem may be maintained and so that verbal mis-understandings may be avoided.

3.2. Complaints are defined as valid where Best ISO have failed to fulfil any aspect of our service to a prescribed standard. Invalid complaints are defined as when the substance of the client's complaint relates to levels of service above and beyond what Best ISO would consider normal or whereby after being furnished with all relevant information, the client has failed to understand any aspect of the service being provided by Best ISO.

4. SOURCES OF CUSTOMER COMPLAINTS

4.1. Customer complaints can be received by Assessors during visits to the client, at the office.

4.2. Where the complaint is received orally then the recipient will complete the Client Comment Form (Form 08). Such complaints will be treated as a written complaint.

5. PROCESSING COMPLAINTS AGAINST Best ISO Best ISO

5.1. For all complaints received:

- The recipient shall complete a Form 08, forwarding it with a copy of correspondence received to the certification dept..
- The certification dept. shall normally acknowledge receipt of the complaint, to the complainant.
- The certification dept. shall co-ordinate a full investigation. This investigation shall include root cause analysis in order to facilitate effective corrective actions.
- Investigations shall, where necessary, include a review of client records and interviews with appropriate persons.
- Results of the investigation shall be communicated to the complainant.

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- A full set of correspondence and findings shall be retained by the certification dept. (for action as in 5.2 below) clearly indicating whether the complaint is valid or invalid.

5.2. When complaints are received direct to the certification dept. the CM shall:

- Where applicable, fill in a Client Comment Form, forwarding a copy of all correspondence and the Client Comment Form if raised to the GCM, GOM, GVM for action as in 5.1
- acknowledge receipt of the complaint to the complainant.
- enter the following information onto a complaints log.
 - reference number
 - date received
 - complainant
 - description of complaint
 - who the complaint is about
 - conclusion
 - date cleared
- keep all relevant information regarding each complaint in a complaints file.

6. PROCESSING COMPLAINTS AGAINST Best ISO'S CLIENTS

Best ISO

- 6.1. Complaints received against clients of Best ISO will be processed as described in paragraph 5 above.
- 6.2. The processing of a complaint against an Best ISO client would not normally include an investigation of the cause. However, the client is to be informed of the complaint, and is to be sent copies of all relevant correspondence with a request that appropriate action is taken by the client. A copy of the complaint and other relevant data will be issued to the applicable Assessor with an instruction for the Assessor to confirm during the next surveillance visit that the client took adequate corrective action.
- 6.3. The findings of any investigation regarding a client of Best ISO are subject to confidentiality, and are not to be disclosed to the complainant unless the written authority of the client has been given.
- 6.4. The GCM/GOM/GVM/CM is to seek a written response from the client, explaining what action has been taken. Although still followed up at the next scheduled surveillance visit, the complaint is closed out on the office database upon receipt of the client's satisfactory response.
- 6.5. There is no requirement to define the validity of complaints against Best ISO clients.

7. COMPLAINTS AFFECTING CLIENT'S REGISTRATION TO ISO 9000/ISO14001

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- 7.1. Where a complaint is made in respect of an action which may affect the client's registration, the matter is referred to the GOM. When advising the client of the outcome of his investigation (see section 6), the certification dept. Manager shall also inform the client of his right to make a representation to the CB (see [GHG-P-14](#)).
- 7.2. Should the client not be satisfied with proposed resolution then the CM confirms with the client whether or not he intends to make representation to the CB, and informs him of the representation process (see [GHG-P-14](#)).

8. REFERENCES

[GHG-P-14](#)
[GHG-WF-12](#)