


**Certification body of quality management systems
“Centre for certification of quality systems “Interecoms”**

PQS D-02-21

APPROVE
The Director of the CCQS “Interecoms”

 I.V. Tverskaya

April, 02 2021

PROCEDURE

Quality management system

COMPLAINTS-HANDLING PROCESS

Issue 4

**Moscow
2021**

Contents

| | |
|---------------------------------------|----|
| 1 Scope..... | 3 |
| 2 Normative references | 3 |
| 3 Terms and abbreviations | 3 |
| 4 Complaints-handling process | 4 |
| <i>Annexes</i> | |
| 1 Register of complaints (form) | 7 |
| 2 Complaint form | 8 |
| 3 Feedback form | 9 |
| Changes registration sheet | 11 |

PROCEDURE

Complaints-handling process
In substitution of

PQS D-02-21, Issue 4
PQS-02-15, Issue 3

Approved and put into force by the Order No. 7 dated April 01, 2021

Date of introduction: April 02, 2021

1 SCOPE

This document defines the principles and procedure for consideration of complaints received by the CB QMS “CCQS “Interecoms” in connection with dissatisfaction about the activities of the CB QMS and in connection with dissatisfaction about the products (services) of a client certified by the CB QMS. The document has been developed in accordance with the requirements of ISO/IEC 17021:2015 and ISO 10002:2018.

2 NORMATIVE REFERENCES

This document uses the norms and provisions of the following standards:

- ISO/IEC 17021-1:2015 - Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements;
- ISO 10002:2018– Quality management — Customer satisfaction — Guidelines for complaints handling in organizations;
- ISO 10004:2018 - Quality management — Customer satisfaction — Guidelines for monitoring and measuring;
- ISO 9000:2015 - Quality management systems -- Fundamentals and vocabulary;
- PQS D-01-21 Quality Manual of the CB QMS “CCQS “Interecoms”.
-

3 TERMS AND ABBREVIATIONS

3.1 Terms

This document uses terms and their definitions in accordance with ISO 9000:2015 and ISO 10002:2018.

3.2 Abbreviations

| | |
|-------------------|--|
| CCQS “Interecoms” | Centre for certification of quality systems “Interecoms” |
| CB QMS | - Certification body of quality management systems |
| QMS | - Quality management system |
| IC | - Inspection control (supervisory audit) |
| ND | - Normative documentation |
| CC | - Certified client |
| CA | - Corrective actions |

4 COMPLAINTS - HANDLING PROCESS

4.1 General provisions

4.1.1 Complaints received by the CB QMS can be of two types:

- complaints about the dissatisfaction of consumers of the CB QMS services with the actions of the CB QMS employees;
- complaints about the quality of products and services of customers certified by the CB QMS.

4.1.2 In order to effectively handle complaints by the CB QMS, this procedure is in the public domain, i.e. on the CCQS website.

4.1.3 Complaints are submitted and processed free of charge.

4.1.4 When considering a complaint, timeliness, objectivity, fairness, impartiality and confidentiality are ensured in relation to the applicant and the subject of the complaint.

4.1.5 Responsibility for handling complaints rests with the Registry group leader.

4.1.6 Persons who were related to the subject of the complaint should not take part in the consideration of the complaint.

4.2 Complaints management process

The process includes the following steps

4.2.1 Receiving a complaint

The received complaint is registered in the Register of complaints (Annex 1).

The complaint form is given in Annex 2.

Each complaint received is assigned a registration number consisting of letter(s) indicating the object of the complaint (O - CB QMS; CC - certified client), a serial number according to the Registration Journal, month and year of receipt of the

complaint. For example, CC-02-03-21 (the complaint was received against a certified client in March, 2021, the serial number in the Register is 02).

4.2.2 Realization feedback to the complainant

The head of the Registry group fills out the Feedback form on the complaint (Annex 3) and without fail informs the submitter of the complaint about its receipt, about the measures developed and the implementation timeframe (within 3 days).

4.2.3 Investigation of the complaint.

Upon receipt of a complaint, it is investigate. When examining a complaint, the certification body shall be responsible for collecting and verifying all information necessary to validate the complaint. For this, the complaint is transferred to the Head of the CB QMS.

The head of the CB QMS determines whether the complaint relates to certification activities, and if so, depending on the type of the complaint, appoints a person responsible for developing measures to resolve the complaint.

If the complaint relates to a certified client, then the CB QMS within the prescribed period (within 5 days) transfers it to the client. At the same time, it is necessary to analyze whether the complaint is related to the certified activities. If yes, then during the IC it is necessary to pay attention to the effectiveness of the client's certified QMS.

4.2.4 Development of measures to resolve the complaint

The complainant is informed about the progress of the consideration of the complaint.

The person responsible for the complaint develops measures to eliminate the cause of the complaint:

- organizes and monitors the realization of measures;
- informs the complainant about the measures taken and receives information about the complainant's satisfaction.

The certified client should submit to the CB QMS information on the measures taken, as well as actions to prevent the receipt of repeated similar complaints.

4.2.5 Completion of complaint handling

After approval of the implemented measures to resolve the complaint received from the complainant, the responsible person, having analyzed the causes of the complaint and measures to resolve it, decides on the development of corrective actions and preventive actions to stave off the receipt of repeated complaints.

Upon completion of the complaint handling the responsible person transfers to the Registry group all information on the complaint, including confirmation of the complainant's satisfaction with the measures taken (electronic, registered, fax) and other correspondence with the consumer regarding the specific complaint.

The Registry group records the progress of the complaint in the Register of complaints.

The certification body, in conjunction with the CC and the complainant, should determine whether, and if so, to what extent, it is necessary to disclose the subject of the complaint and the conclusion made on it.

The leader of the Registry group checks the realization of corrective and preventive actions to stave off recurring complaints. Based on the results of the check, he makes a note on the fulfillment (non-fulfillment) of the above actions in the Register of Complaints (Annex 1).

Data on customer complaints are used in the management review of the QMS and in the development of an action plan to improve customer satisfaction.

Annex 2

Complaint form

1 Information about the complainant

Name/Organization _____

Address _____

Postal code, city _____

Country _____

Phone/Fax number _____

Fax number _____

Email address _____

A person acting on behalf of the complainant (if necessary)

Contact person (if different from the above)

2 Object of the complaint

- CB QMS

- Certified client (name of the organization)

3 Problem

Date of occurrence _____

Description _____

4 Necessary measures

Yes No

5 Date, signature

Date _____ Signature _____

6 Appendix

List of attached documents _____

Annex 3

Feedback form
(for internal use only)

1. Information about receiving a complaint

Date of complaint submission _____

Time of complaint submission _____

The person accepted the complaint

Full name, signature, date

The complaint was sent by:

- | | | |
|------------------------------------|---|-----------------------------------|
| <input type="checkbox"/> phone | <input type="checkbox"/> email | <input type="checkbox"/> Internet |
| <input type="checkbox"/> in person | <input type="checkbox"/> postal service | <input type="checkbox"/> other |

Identification code _____

2 The problem contained in the complaint

Object of the complaint _____

Repeated problem _____
Yes No

Problem category:

CB QMS

Certified Client

- | | |
|--|---|
| 1 <input type="checkbox"/> The ethics of communication | 1 <input type="checkbox"/> The products are defective |
| 2 <input type="checkbox"/> Terms of work completion | 2 <input type="checkbox"/> Poor service |
| 3 <input type="checkbox"/> Incorrect information | 3 <input type="checkbox"/> Non-compliance with warranty obligations |
| 4 <input type="checkbox"/> Non-compliance (change) terms of the contract | 4 <input type="checkbox"/> Incorrect information |
| 5 <input type="checkbox"/> The increase in the price (additional costs) | 5 <input type="checkbox"/> Other |
| 6 <input type="checkbox"/> Damage to interests | |
| 7 <input type="checkbox"/> The incompetence of auditors | |
| 8 <input type="checkbox"/> The decision of the CB QMS | |
| 9 <input type="checkbox"/> Other | |

Additional information _____

3 Evaluation of the complaint

Evaluation of the scope and importance of the actual and potential impacts of the complaint _____

The need for immediate action Yes No
 Possibility of immediate action Yes No
 Compensation possibility Yes No

4 Complaint resolving

4.1 Requested measures _____

4.2 Actions taken

| Actions taken | Date | Full name | Notes |
|---|------|-----------|-------|
| The complainant has been notified of its acceptance | | | |
| Evaluation of the complaint | | | |
| Investigation of the complaint | | | |
| Consideration of the complaint | | | |
| Informing the complainant | | | |
| Correction | | | |
| Verification of correction | | | |
| Completion of the complaint resolving | | | |

Changes registration sheet

| № of change | Date of making change, addition and audit | Numbers of pages | Code of the document | Summary of the change, audit mark | Full name, signature |
|--------------------|--|-------------------------|-----------------------------|--|-----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |
| 6. | | | | | |
| 7. | | | | | |