FLOWCHART FOR CUSTOMER COMPLAINT & APPEAL HANDLING PROCESS

General

1. Complaints may be lodged by various means in writing, electronically through e-mail, by telephone, web application, and in person.
2. Complaints can result from external customer and RCSB personnel.
3. Complaints can be categorized by their source and impact on work quality or service to customers.

Receiving of Complaints

1. All complaints (written or verbal) shall be directed to the Managing Director.
2. Note down the particulars of the complaint and the details of the complainant in the ***QF 41- 1(a)- Complaint Form***
3. The ***QF 41-1 (a)- Complaint Form*** includes;
   - The affiliation of the person and organization who lodged the complaint.
   - The date of complaint was received, and
   - The nature of the complaint.
4. Acknowledge receipt of complaint to the complainant in writing, whenever possible.
5. Ascertain the validity of complaint by conducting a preliminary investigation. If the complaint is valid, proceed with the detail investigation. If the complaint is invalid, no further investigation is needed.

Processing Complaint - Investigation

1. Appoint personnel(s) independent of the complaint subject to assist in investigation of the issues.
2. Upon completion of investigation, complete the ***QF 41-1(a)- Complaint Form*** and discuss with Managing Director.
3. The Correction and Corrective Actions shall be identified, if applicable.
4. Record the action taken using ***QF 81-1- Corrective Action Form.***

Effectiveness of Corrective Actions

1. Review the effectiveness of corrective actions, after the stated completion date.
2. If the corrective action taken is found to be ineffective, proposed a different corrective action.
3. If the corrective action taken is found to be effective, the complaint shall be closed.
4. Inform the complainant and when necessary, the relevant parties on the status of complaint using form ***QF 41- 1(b)- Notice to Complainant***
5. If the complaint related to client, keep a copy of the complaint form in the client file for follow-up action by the audit team in the next audit.

Handling of Disputes

1. Any client who does not accept the findings or recommendation of the audit team as detailed in the audit report may request for a review of the findings / recommendation with the Project Manager within one (1) week after the receipt of the report. The request shall be in writing.
2. The issue shall be reviewed, investigated and a decision shall be made on the issue. Where necessary, consultation with the audit team shall be made. All parties involved in the investigation shall not be involved in the issues under consideration. A decision shall be made within 2 weeks of the receipt of the dispute. The client shall be notified of the decision in writing immediately after the decision has been made.

Handling of Appeals

1. When a client does not agree with the decision made by the Certification Committee, the client may appeal to the Managing Director within 2 weeks of the decision made by using ***QF 41- 2- Appeals Form.***

2. Ensure that an independent team of two panels is appointed within 2 weeks after the receipt of the appeals. Refer to Appendix 5 of the MS Manual.
3. Any decision made by the Complaint & Appeals Committee shall be documented and informed to the Appellant within 1 week of the decision made. The notification shall be in writing.
4. When any appeal has been resolved, request necessary correction or corrective action as appropriate.

Confidentiality

1. In handling of complaints, disputes or appeals, confidentiality shall be safeguarded.

PROCESS FOR CUSTOMER COMPLAINT & APPEAL HANDLING

