

Title : Handling Clients Complaints



Handling Clients Complaints

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01	00	01.09.2020	Management Representative	Director	Director
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	•	Amendment Sheet			
Clause Number & Page Number	Revision Details		Control Status		
		Reason For Revision	Issue No.	Rev. No.	Date

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1.0 Purpose

- The purpose of this procedure is to handle all received complaints from certified clients or open market regarding HAPL or its certified clients.
- The procedure defines the requirements for:
 - Investigating to determine the root cause for the non conformance.
 - Initiating corrective action to eliminate the root cause
 - Monitoring the effectiveness of implementation of corrective action.

Maintaining the results of corrective actions taken.

2.0 Scope

 It is applicable to all the received complaints against HAPL or its certified clients through written or any other verbal source.

3.0 Definitions & Abbreviations

3.1 Top Management : Governing body of the organization made of MD/Director & EC

3.2 MD : Managing Director

3.4 HAPL : HACKIZEN ASSESSMENTS PRIVATE LIMITED

3.4 MR : Management Representative.

3.5 CA : Corrective Action

3.6 | Non conformance : It is the deviation from the defined criteria. It is a result of not complying with the

requirements.

3.7 | Corrective Action : Action taken to eliminate the root cause of the non conformance.

4.0 Reference Documents:

Doc Name	Doc No	Rev No	Rev Dt.	Retention Period
Complaint register	HAPL-QF-50	00	01.09.2020	Live
Non-Conformity Closure Report	HAPL-QF-40	00	01.09.2020	5 Years
Complaint Resolution form	HAPL-QF-51	00	01.09.2020	5 Years

5. Procedure

- > Complaints received from following sources through email which is displayed on the website:
 - Client under certification process
 - Customer of Certified Client
 - Consumer Forums
 - Legal authorities
 - Any other sources
- > MD/Director accesses the email for received Complaints
- > MD/Director acknowledges the complainant about receipt of complaint through email.
- > MD/Director through appropriate sources validate the complaint
- > If the complaint is found to be invalid, MD/Director communicates back to the complainant with justification.
- > If the complaint is found to be valid, MD/Director & EC forms an ACTION TEAM.
- > Members of this team will be different from those who carried out audits and made the certification decision
- > If the complaint is not related to HAPL, MD/Director to demand CAR from Certified Client.
- > If the complaint is related to HAPL, Action Team to initiate interim Short-term Containment action.
- Action Team to investigate the concern raised in the complaint

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- > EC to verify the investigation outcomes
- If the investigation is invalid a re-investigation is recommended
- ➤ If the investigation is valid, Action Team to propose suitable Corrective action
- > EC in coordination with MD/Director validates the action proposed and recommends them for implementation
- If action implementation takes long time intermediately status is updated to the complaint by MD/Director
- > Action Team establishes elements to track effectiveness of action proposed.
- > The action taken is evaluated for effectiveness.
- > If the action is not effective the proposed action is reviewed.
- > If the action taken is effective, horizontally deploy those actions in other areas / processes & Close the Complaint.
- > MD/Director communicates through a formal notice, about the resolution taken against the complainant to the entity who has initiated this Complaint.
- > The Maximum time for the Resolution of Complaint is 24 Hours i.e., means within 24 Hours of time HAPL will Resolve the Issue.

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