

S.No.	Activity	Responsibility
1	Appeals	
1.1	Any person affected by the decision of QMSCS can file an appeal. Appeal against decision made by QMSCS must be filed within one month of decision by QMSCS.	Appellant
1.2	Review the documents in relation to appeal and seek additional information and/or documents, if necessary.	Director - Operations
1.3	Confirm appellant about receipt of appeal within 15 days of registering it as an Appeal in (format F.26) 'Quality Problem Report'.	Do
1.4	Review Appeal and disallow, if not convinced with the merit of appeal and accordingly update appellant.	Do
1.5	If appeal has some merit, appoint an independent and impartial Appeals Panel to investigate the matter and produce a report within 3 months. Appeal Panel is headed by Director - Operations and two other members can be selected from 'List of competent auditors, Lead Auditors & Technical Experts' (A.7), from regulators, etc. or suggested by Appellant (if allowed by Director - Technical). It is ensured that the persons who carried out the audits and made the certification decision are not included in the Appeals Panel.	Do
1.6	Investigate the case and provide the appellant with the opportunity to formally present its case. Prepare report and give recommendation to Director - Technical.	Appeal Panel
1.7	Review and seek clarifications, if required. Otherwise, approve and accept recommendation.	Director - Technical
1.8	Appeal upheld	
1.8.1	Immediately rectify the consequences of the initial (inappropriate) decision and prepare a formal written reply to the appellant, including a description of the action taken and an apology for any inconvenience.	Director - Operations
1.8.2	Ensure that appropriate corrective action (as per section 10.7 of Management Manual) is planned and taken to prevent the recurrence of similar problem.	Do
1.9	Appeal not upheld	
1.9.1	Prepare a written response to the appellant. The report will include a clear account of the reasons for supporting the original decision.	Do
1.10	A copy of the response letter shall be attached to the QPR (F.26).	Do
1.11	Give a formal notice to appellant of the end of appeals-handling process.	Do
1.12	Ensure that submission, investigation and decision on appeals do not result in any discriminatory actions against the appellant.	Do

2	Complaints	
2.1	Receive complaint and record in F.26 'Quality Problem Report'.	Director - Operations
2.2	Review complaint to confirm, whether it is related to QMSCS certification activities or related to QMSCS certified client.	Do
2.3	Acknowledge the complainant within one week, giving brief details on the approach being followed for resolving the issue.	Do
2.4	Gather and verify all necessary information to validate the authenticity of complaint.	Do
2.5	Ensure adequate confidentiality, as it relates to the complainant and to the subject of the complaint.	Do
2.6	Complaint related to QMSCS Certification activities	
2.6.1	Follow Section 10.2.7 of Management Manual for initiating root cause analysis and initiation of appropriate correction & corrective action(s).	Do
2.7	Complaint related to Certified Client of QMSCS	
2.7.1	Refer valid complaint to the certified client within ONE week for comments, and if required, details of correction and corrective actions being planned or taken to resolve the situation within a specified time period.	Do
2.7.2	Investigate the problem and take appropriate correction and corrective action and update QMSCS	Certified client
2.7.3	Review the actions taken by client and confirm with complainant, if they are satisfied with the actions taken.	Director - Operations
2.7.4	If complainant is not satisfied, initiate further action(s) which may include scheduling special short-notice audit to investigate the situation and review effectiveness of the certified management system processes related to complaint area.	Do
2.8	Kindly ensure that complaint is being investigated, reviewed and approved, including communication to complainant is carried out by individual(s) not previously involved in the subject of the complaint.	Do
2.9	Ensure that complainant is provided with progress report and the outcome.	Do
2.10	Give a formal notice to complainant of the end of complaint-handling process.	Do
2.11	Where complainant or other interested parties are not satisfied with the action taken, ensure that they are aware of the appeal process & the procedures to be followed.	Do
2.12	All disputes & complaints are reviewed by the Director – Technical, who may appoint an independent and impartial appeals panel to investigate any complaint that they feel has not been dealt with properly. The decision of such a panel shall be implemented and may not be vetoed by QMSCS.	Do
2.13	Information about the subject of the complaint and its resolution can be made public in consultation with complainant and the related certified client.	Do
2.14	All complaints that are not resolved within three months of the timeframe (aged complaints) are informed to Accreditation Board.	Do
2.15	Ensure that submission, investigation and decision on complaints do not result in any discriminatory actions against the complainant.	Do