





# Effysafe Engineering Solutions

Doc. No. : EES/CMP-07010822  
 Issue No :01  
 Issue Date :

## PROCEDURE FOR HANDLING COMPLAINTS.

	<p><b>Responsibility:</b> Committee constituted by CEO.</p> <p>VII. Process for complaint receivable:</p> <p>VIII. Upon receipt of complaint, EFFYSAFE shall confirm whether the complaint relates to certification activities or with the certified client. Complaints related to Certification activities shall be dealt by EFFYSAFE. Complaints related to certified clients shall be examined by verification of effectiveness of certified production control system.</p> <p>IX. Complaints shall receive in writing, addressed to EFFYSAFE and signed by the complainant, complete with address.</p> <p>X. Telephonic and verbal complaints will also be entered into the complaint register, only if confirmation shall be taken in writing for proceeding further.</p> <p>XI. Anonymous complaints will also be recorded and assessed and action taken wherever necessary.</p> <p>XII. Process for complaint handling: In order to deal with complaints effectively and to resolve the problem efficiently, the following steps shall be adopted:</p> <p>XIII. If a Customer complaint about any quality issues faced from RMC Certified Plant, the Complaint shall be recorded and should be referred to EFFYSAFE and EFFYSAFE shall verify the complaint in each visit and shall provide the Complainant with progress report and outcome.</p> <p>XIV. If a Complaint regarding the Certification activities of EFFYSAFE is received from any interested party, EFFYSAFE shall evaluate the complaint according to procedure and proper decision shall be taken. According to the nature of the complaint, EFFYSAFE shall plan for supplementary audit at client premises even in short notice.</p> <p>XV. If a Complaint is received from end users of the RMC certified plant's product, the complaint shall be directed to the</p>	
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	<p>Certified plant in question within seven days. An investigation shall also be carried out in the complainant's end. EFFYSAFE shall follow up to ensure satisfactory and reasonable resolution to such complaints. EFFYSAFE reviews clients' complaint records during surveillance activities.</p>	
XVI.	All complaints will be acknowledged in writing and registered within 7 working days. The letter will detail what action will be taken, who the responsible officer will be and a contact number, and the anticipated time for a response where this is known.	
XVII.	Depending on the nature of complaint, the CEO will assign a suitable person(s) who will gather the necessary information and go through all the relevant records and documents to analyze the root cause of the complaint.	
XVIII.	To ensure that there is no conflict of interest, EFFYSAFE shall not involve personnel who have provided consultancy for a client or been employed by a client to review or approve the resolution of a complaint or appeal for that client within 2 years following the end of the consultancy or employment and shall also be independent of the persons involved in certification related decisions. Persons involved in certification related recommendations and decision and their position in the certification body shall be such that it shall not be possible to influence their decisions with respect to the subject of the appeal.	
XIX.	The assigned officials will bring out the reasons leading to the complaint, individuals responsible, measures required to rectify the shortcomings in procedures as well as in documentation, if any and recommend suitable remedial actions.	
XX.	The CEO will ratify the recommendation made by the assigned personnel and initiate necessary actions for rectification of any short coming brought out through the analysis of the complaint.	

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	<p>XXI. Effysafe shall audit the complaints in each visit to the plant and report the compliance to and findings of the same. The RMC plant shall keep a register for complaints received by the Customer</p> <p>XXII. The complainant will be informed in writing about the findings of the investigation.</p> <p>XXIII. Whenever possible EFFYSAFE shall give formal notice of the end of the complaints handling process to the complaint.</p> <p>XXIV. EFFYSAFE must specify detailed information regarding the certified RMC plant and the reasons of the complaint. The complaint shall be evaluated by the EFFYSAFE in accordance with its own "complaint procedure". A decision shall be take on the basis of evidences. If the decision is to conduct a supplementary audit the EFFYSAFE shall plan it, even with short notice. The RMC plant must accept such supplementary audit. In case of rejection in receiving the audit, the EFFYSAFE may decide for suspending the certification</p> <p>XXV. After taking necessary corrective action of the complaint, the Complainant should be informed to obtain a letter of satisfaction. If no letter is received within 14 days, it will be presumed that complaint is satisfied with action taken and complaint will be closed</p>	
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