



Number : **ICA-QP-16**
Title : **Handling Clients Complaints**

Handling Clients Complaints

Procedure Index

Clause No.	Content	Page Number(s)
1.0	Purpose	3
2.0	Scope	3
3.0	Definitions & Abbreviations	3
4.0	Reference Documents	3
5.0	Procedure	3-4

Confidentiality Statement

This document is the property of INTERNATIONAL CERTIFICATION AUTHORITY.. No part of this publication may be reproduced, stored in a retrieval system in any form, or transmitted by any means, without the prior written permission of the Director.

01	00	01.10.2022	Technical Manager	Director
Issue no.	Rev. no.	Document date	Prepared by	Reviewed by Approved by

**INTERNATIONAL CERTIFICATION AUTHORITY
ICA - Procedure**



Number : **ICA-QP-16**
Title : **Handling Clients Complaints**

1.0 Purpose

- The purpose of this procedure is to handle all received complaints from certified clients or open market regarding ICA 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 ICA or its certified clients through written or any other verbal source.

3.0 Definitions & Abbreviations

- 3.1 Top Management : Governing body of the organization {Director}
- 3.2 EC : Executive Committee
- 3.4 ICA : INTERNATIONAL CERTIFICATION AUTHORITY..
- 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	ICA-QF-56	00	01.10.2022	Live
Non-Conformity Closure Report	ICA-QF-42	00	01.10.2022	5 Years
Complaint Resolution form	ICA-QF-57	00	01.10.2022	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
- Technical Manager accesses the email for received Complaints
- Technical Manager acknowledges the complainant about receipt of complaint through email.
- Technical Manager through appropriate sources validate the complaint
- If the complaint is found to be invalid, Technical Manager communicates back to the complainant with justification.
- If the complaint is found to be valid, Technical Manager & 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 ICA, Technical Manager to demand CAR from Certified Client.
- If the complaint is related to ICA, Action Team to initiate interim Short-term Containment action.
- Action Team to investigate the concern raised in the complaint

**INTERNATIONAL CERTIFICATION AUTHORITY
ICA - Procedure**



Number : ICA-QP-16
Title : Handling Clients Complaints

- 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 Technical Manager validates the action proposed and recommends them for implementation
- If action implementation takes long time intermediately status is updated to the complaint by Technical Manager
- 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.
- Technical Manager 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 ICA will Resolve the Issue.