



NATIONAL CLEANER PRODUCTION CENTRE, SRI LANKA
SCHEME FOR CERTIFICATION OF PERSONS
Procedure for Complaints

1. PURPOSE

To describe the method of handling customer complaints received under person certification schemes

2. SCOPE

This procedure describes the activities involved in handling customer complaints.

3. DEFINITIONS

3.1 complaint – expression of dissatisfaction, other than appeal, by any person or organization to a conformity assessment body or accreditation body relating to the activities of that body, where a response is expected.

4. RESPONSIBILITY

4.1 Project Officer – PO

Responsible for registering of complaints, registering the complaint and following up with complainant till the complaint is redressed.

4.2 Certification Manager - CM

Responsible for processing the complaints and submission of reports to the management review meeting.

4.3 Chief Executive Officer – CEO

Responsible for processing of the complaint and finalizing it.

5. PROCEDURE

5.1.1 All complaints received to NCPC with regard to person certification shall be directed to CM. CM shall review the complaint including verbal requests and act as follows.

- a) If the complaint is related to person certification, send it to PO with his/her remarks
- b) If the complaint has no valid reason, discuss with the complainant and settle the matter
- c) If the complaint is against the CM, direct the complaint to CEO. If the complaint is justifiable, CEO shall make his/her remarks and refer it to the Board of Management with a copy referred to the CM.

5.1.2 PO shall register all the complaints in the Complaint Register, RG-PC-05, fill the complaint form (FM-PC-34), acknowledge the complaint and inform the complainant the acknowledgement in FM-PC-35.

5.1.3 CEO shall appoint an independent officer to investigate the complaint. Whenever possible, the person appointed shall provide the complainant with progress reports and the outcome. The person appointed or CM shall prepare a report (FM-PC-36) and submit it to CEO.

5.1.4 CEO/CM shall take action depending on the recommendation made. If the recommendation is related to the status of person certification, CEO shall refer the case to certification committee for suitable action.

5.1.5 If the complaint is against the CM, the Board of Management shall appoint an independent person to investigate the complaint. CEO shall acknowledge the complaint and inform the complainant in FM-PC-30. Whenever possible, the person appointed through CEO shall provide the complainant with progress reports and the outcome. The person appointed shall prepare a report (FM-PC-36) and submit it to CEO. CEO shall take action depending on the recommendation made. If the recommendation is related to the status of person certification, CEO shall refer the case to certification committee for suitable action.

5.1.6 The results of complaint shall be communicated to both the complainant and the certificate holder/client involved through FM-PC-37. If the decision affects the public, the subject of the complaint and its resolution to be made public shall be decided after discussing with the certificate holder/client and the complainant.

5.1.7 All records related to the complaint ensuring that appropriate correction and corrective action are taken shall be maintained and such records submitted to the management review meeting.



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5. Related Documents:

- RG-PC-06 – Complaints Register
- FM-PC-34 – Complaint form
- FM-PC-35 – Acknowledgement letter informing the complainant
- FM-PC-36 – Investigation Report on Complaint
- FM-PC-37 – Report to complainant