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**NATIONAL CLEANER PRODUCTION CENTRE, SRI LANKA**  
**ECO LABEL – SRI LANKA**  
**PROCEDURE FOR HANDLING OF COMPLAINTS AND DISPUTES**

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**1. PURPOSE**

To describe the method of handling customer complaints received under eco labelling certification scheme

**2. SCOPE**

This procedure describes the activities involved in handling customer complaints.

**3. DEFINITIONS**

**3.1 Complaint** – the 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.

**3.2 Dispute** – disagreement arising from a complaint submitted to a dispute resolution process provider

**4. RESPONSIBILITY**

**4.1 Project Officer - PO**

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

**4.2 Certification Manager - CM**

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

**4.3 Chief Executive Officer - CEO**

Responsible for the processing of the complaint and finalizing it.

**5. PROCEDURE**

- 5.1 All complaints received to NCPC-SL with regard to Eco Label certification shall be directed to CM. CM shall review the complaints including verbal requests and act as follows.
- a) If the complaint is related to Eco label 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 the CEO. If the complaint is justifiable, the CEO shall make his/her remarks and a copy referred to CM.
- 5.2 PO shall register all the complaints in the Complaint Register, RG-EL-04, fill out the complaint form (FM-EL-36) and send back to CM. CM shall acknowledge the complaint and inform the complainant of the acknowledgment in FM-EL-37.
- 5.3 CEO shall appoint an independent officer to investigate the complaint. This may involve a visit to the applicant, licensee or complainant. Whenever possible, the person appointed shall provide the complainant with progress reports and the outcome. The person appointed or CM shall complete FM-EL-36 and submit it to the CEO.
- 5.4 CEO shall take action depending on the recommendation made. If the recommendation is related to the status of eco labelling certification, the CEO shall refer the case to Governing Council for suitable action.
- 5.5 If the complaint is against the CM, the CEO shall appoint an independent person to investigate the complaint. CEO shall acknowledge the complaint and inform the complainant in FM-EL-37. This may involve a visit to the licensee or complainant. Whenever possible, the person appointed



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through the CEO shall provide the complainant with progress reports and the outcome. The person appointed shall complete FM-EL-38 and submit it to the CEO. CEO shall take action depending on the recommendation made. If the recommendation is related to the status of eco labelling certification, the CEO shall refer the case to the Governing Council for suitable action.

- 5.6 The results of the complaint shall be communicated to both the complainant and the licensee/client involved through FM-EL-39. If the decision affects the public, the subject of the complaint and its resolution to be made public shall be decided after discussion with the licensee/client and the complainant.
- 5.7 If the action taken to resolve the complaint has emerged to be a dispute that shall be resolved using the procedure for appeals.
- 5.8 All records related to the complaint and disputes ensuring that appropriate correction and corrective action are taken shall be maintained and such records submitted to the management review meeting.

**5. Related Documents:**

- PR-EL-16 - Procedure for appeals
- RG-EL-04 – Complaints Register
- FM-EL-36 – Complaint form
- FM-EL-37 – Acknowledgement letter informing the complainant
- FM-EL-38 – Investigation report of complaint
- FM-EL-39 – Report on the complaint