

Q-P-08

Procedure Manual

Handling of Complaints

Approved by: Johann van der Merwe

Signed:



Dated: 12th October 2018

Revision: 007



PROCEDURE MANUAL

Description: Handling of Complaints	Reference Number: Q-P-08
Cross Reference: 17021:2015 Clause 9	Effective Date: 12-10-2018

1.0 Scope

To define the Handling of Complaints of SHEQ National CERT.

2.0 References:

ISO 19011:2018
 ISO 17021:2015
 ISO 17021-2: 2016
 ISO 17021-3: 2017
 ISO 17021-10:2018
 IAF Relevant Publications
 SANAS Relevant Publications

3.0 Requirements and Responsibilities:

It is a responsibility of the Managing Director to ensure that the following requirements are complied with:

Receiving of complaints

All complaints received by the SHEQ NATIONAL CERT personnel/subcontractors shall be communicated to the Managing Director SHEQ NATIONAL CERT or another member of the Management in his absence.

The receipt of a complaint shall be acknowledged by the Managing Director by e-mail to the complainant within 24 hours (applies to Monday – Friday period only).

The Managing Director shall confirm what type of complaint that is, and enter it into the F1-016- Complaints Register, where the complaints are sorted by their category: (1) complaints relating to certification activities that SHEQ NATIONAL CERT is responsible for, and (2) complaints related to a certified client.

The Managing Director shall validate complaints by gathering and verifying all necessary information.

If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.

Feedback with justification shall be given to the complainant regarding invalid complaint by e-mail.

Recording and addressing valid complaints

The Administration Coordinator shall issue a F1-004 - Complaint Report for each valid complaint, and enter the complaint into [Non Conformance Database](#).

Dates for communicating the progress and outcome of the complaint-handling process shall be agreed upon with the complainant and recorded in the [Non Conformance Database](#) .

Any valid complaint about a certified client shall be referred to such client by the Managing Director by e-mail within five working days of receipt.

Complaints shall be processed only by the SHEQ NATIONAL CERT personnel / subcontractors not previously involved in the subject of the complaint.

The identity of the complainant shall be kept confidential – it shall not be disclosed to a third party without a written permission from a complainant.

The subject of the complaint and its resolution shall be made public only upon agreement with the client and the complainant. Extent of disclosure shall also be agreed between these parties prior to disclosure.

A formal notice of the end of the complaints-handling process shall be given to the complainant by the Administration Manager by e-mail.

The progress and the outcome of the complaint-handling process shall be communicated to the complainant by the agreed date(s) recorded in the [Non Conformance Database](#) .

All documentation pertaining to the complaint shall be kept by the Administration Manager in the file of the relevant client/employee.

This Procedure is publicly accessible on the www.sheqnationalcert.co.za website.

Approved by Date :	12-10-2018	Approved By:	Johann van der Merwe
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