	AMARK RATINGS PRIVATE LIMITED BHOPAL		PROCEDURE
DOC.NO. AMR-ID-P7.5-01	ISSUE 01	REVISION 00	10 SEPTEMBER 2019

PROCEDURE FOR RECEIVING, AUTHENTICATING, EVALUATING AND TAKING DECISIONS ON COMPLAINTS.

1. PURPOSE

To ensure that all complaints received relating to the inspection activities are addressed in timely manner.

2. SCOPE

This covers all complaints received on inspection activities

3. RESPONSIBILITY

Director, is responsible for defining criteria for effecting handling the complaints.

In charge ID is responsible for implementation of the procedure in handling all complaints.

4. PROCEDURE

4.1 Process of complaints handling

4.1.1 The handling process for complaints includes the following aspects and methods:

- a) description of the process for receiving, validating, investigating the complaint and deciding what actions are to be taken in response to it;
- b) tracking and recording complaints including actions undertaken to resolve them;
- c) ensuring that appropriate action is taken.

4.1.2 Upon receipt of a complaint, it is referred to Director who it assigns to In charge IS to investigate and report

4.1.3 In charge ID validates the complaint whether the complaint relates to inspection activities for which it is responsible and registers the complaints.


4.1.4 In charge ID acknowledges receipt of the complaint after authentication and provides the complainant with progress reports and the outcome.

4.1.5 The complaint is registered in Complaints Register

4.2 Assessment and Investigation of complaints

4.2.1 In charge studies the complaint, identifies remedy sought by the complainant and gathers necessary information for the effective handling of the complaint.

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4.2.2 In charge is responsible for all decisions at all levels of the handling process for complaints. It shall gather and verify all necessary information (to the extent possible) to progress the complaint to a decision.

4.2.3 The decision on the complaint is made by the Complaint Committee constituted for the purpose.

4.2.4 To ensure that there is no conflict of interest, personnel who have provided consultancy for, or been employed by a client, including those acting in a managerial capacity, shall not be used by In charge ID to review the resolution of a complaint for that client within two years following the end of the consultancy or employment.

4.3 Follow up action

4.3.1 In charge ID incorporates findings as input for management review meeting

4.3.2 In charge ID maintains records on complaints

4.4 Communicating the decision and closure

4.4.1 Director communicates decision or action taken regarding the complaint, to complainant.

4.4.2 Closing the complaint by keeping records and update register.

5. REFERENCES

AMR-ID -P7.5-02 Procedure for handling appeals

AMR-ID -P7.5-01.F01 Format of letter of acknowledging complaint

AMR-ID -P7.5-01.F02 Format of complaint register

AMR-ID -P7.5-01.F03 Format of complaint processing

AMR-ID -P7.5-01.F04 Format of letter informing the decision on complaint

AMR-ID -P7.5-01.F05 Format of letter informing closure of complaint

AMR-ID -P7.5-01.F06 Form for closure of complaint

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