	<u>COMPLAINTS</u>		
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1.0 Purpose


- 1.1 This policy covers 'complaints' from persons inside of IAPMO R&T Registration Services and from persons external to it. "Complaints" cover all manner of communications with IAPMO R&T Registration Services including, but not limited to: telephone calls, letters, faxes, E-mails, and personal visits to the R&T office for the purpose of communicating a problem.

2.0 Responsibility

- 2.1 The Management Systems Certification Manager is ultimately responsible for the expeditious resolution of all complaints, their documentation and dissemination among appropriate departments and/or staff persons within IAPMO R&T Registration Services. The underlying goals of the complaint system are the mutually satisfactory resolution of problems between IAPMO R&T Registration Services and its customers, the overall strengthening of the service provider/customer relationship, and the improvement of IAPMO R&T Registration Services internal policies and procedures. The Management Systems Certification Manager is responsible for informing the Sr. Vice President of Management System Registration of all complaints which could impact the organization, or which in his/her judgment the Sr. Vice President of Management System Registration should be aware of, because of the possibility of harm to IAPMO R&T RS's reputation or proper functioning as a Registrar.

3.0 Procedures

- 3.1 Definition of complaints. All OASIS feedback received (not feedback associated with request to transfer) shall be considered a complaint and evaluated in accordance with this procedure. Emails and phone calls are evaluated by the Certification Manager to determine if they are considered a complaint. If so, they will be evaluated in accordance with this procedure.
- 3.2 All complaints are to be documented using the Complaint Form (Form 017). The complaint form has ample room for documenting all communications and actions pertaining to the case. Additional sheets of paper can be affixed as needed. Complaint form maybe completed by an IAPMO staff receiving the complaint as appropriate.
- 3.3 All customer correspondence must be attached to the form for the record.
- 3.4 IAPMO R&T RS acknowledges the receipt of the complaint to the complainant and provide them with any progress and outcome of their complaints. Any decision made as a result of the complaint shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint. IAPMO R&T RS will provide formal notice of

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the final outcome of the complaint to the complainant. However, if there are confidential information obtained during the complaint investigation, the confidential information will not be shared with the complainant unless IAPMO R&T RS received prior authorization to release such information.

- 3.5 IAPMO R&T RS will investigate each complaint to determine if root cause and corrective action is necessary. If determined to be necessary, the root cause and related corrective action is documented in Form 057 (Corrective Preventive Action Report). If root cause and corrective action is not determined to be necessary, the decision shall be documented on (Complaint Form 017) along with the justification.
- 3.6 IAPMO R&T RS will determine, together with the client and/or the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.
- 3.7 Submission, investigation, and decision on complaints will not result in any discriminatory actions against the complainant.
- 3.8 Complaints are summarized on the Directory of Complaint Log (Form 025) and presented during each management review meeting.

4.0 Associated Documentations

- 4.1 Form 017 Complaint Form
- 4.2 ISO/IEC 17021-1 International Standard
- 4.3 Form 025 Directory of Complaint Log
- 4.4 Form 057 Corrective Action Report