

Reporting procedure Complaint, Appeal, Comments

SV Certification recognizes that positive feedback is as important as negative feedback.

The incident, complaint, appeal or observation can be reported by any method - verbal or written.

The SV Certification recommends using the module:

Reporting Form - Complaints, Suggestions, Appeals, Observations MOD-03-02.05 EN

SV Certification recognizes that accidents that occur in daily activities and that have an impact on the Quality Management System. In order to properly analyse and address the issues system, a coherent and comprehensive process for collecting information is vital.

Terminology used in the signalling and incident procedure

Complaints

Complaints are incidents of grievance or dissatisfaction with SV Certification service. Complaints may be:

- internal in nature - raised by a SV Certification staff member with regard to internal service, operations or employee performance
- external in nature- raised by SV Certificationclients, suppliers or other affiliated organizations
- written
- verbal
- complaints raised by client's customers or stake holders

Suggestions

Suggestions are vital in identifying risk and system improvement. As with complaints, suggestions may be internal or external in nature, written or verbal.

Appeals

SV Certification recognizes that the client may have some reservations or may not agree with the conduct of auditor, audit findings, certification committee decision and / or overall interaction with SV Certification staff. Client is free to communicate the same to SV Certification Appeal subcommittee and this is treated as an appeal from the client.

Observations

Observations are witnessed incidents of service/operational deficiency, malfunction and or failure. Observations are often made by individuals independent of the activity witnessed and therefore objective in nature. Observations also play important role in identification of risk and system improvement.

Opportunities for improvement

Opportunities for Improvement are incidents where the system has not failed, yet greater operational efficiency may be obtained in analyzing current practice. Opportunities for Improvement are often collected internally, but input from external sources is also beneficial.

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Reporting

The quality incident may be reported by any means – verbal or written. In case of an external source, the incident report may be received by any staff member. The staff member shall fill the Incident report recording all the information and details of the complaint. The filled report shall be submitted to Quality Manager for further action. In case of internal source, the incident report shall be filled by the staff member and submit to Quality Manager.

Quality Manager shall contact (telephone, email, letter) the external source to acknowledge the receipt of information within 5 working days of receipt. He shall understand the issue in detail from the source (to avoid any error in writing the report). He may decide to personally meet the initiator, depending on the gravity and seriousness of issue.

In case of Complaints and Observations, it may be against SV Certification (a system / procedure or a person) or a SV Certification certified companies (client). In case of suggestion / opportunity for improvement, it is for SV Certification to study the suggestion and decide.

All accidents of this type, received by any means, are first of all recorded in the accident report with details of according to the internal procedure (DOC-03-02.01 EN).

In case of Complaints and Observations, it may be against SV Certification (a system / procedure or a person) or a SV Certification certified companies (client). In case of suggestion / opportunity for improvement, it is for SV Certification to study the suggestion and decide.

Closing of complaint and appeal

Depending on the nature of the non-conformity, the Quality Manager / Manager may follow up with requests for corrective actions. When the investigation of client complaint and appeal determines that remote operation or other external organizations contributed to the complaint and appeal, the Manager or his delegate contacts these organizations and provides them with all relevant information.

Every client complaint and appeal are recorded. The records are maintained by the Quality Manager / Manager. When there are copies of written communication, reports and other documents related to a complaint and appeal, these records are organized into a file and are identified with the complaint and appeal number and also having records of the corresponding corrective action. The records of investigations that concern product quality or other test characteristics are maintained by Manager. Based on analysis of Client / Other Parties complaint and appeal, necessary actions are taken, and client is replied for closing the complaint and appeal. Quality Manager identifies need for taking corrective action to prevent such complaint and appeal in future and accordingly concerned person is informed.