

Document Title : MQC Procedure Manual

MQC Procedure: 21

Issue Number : 01

Revision Number : 00

Issue date 20 June 2011

Approved By Chief Executive

SUB: COMPLAINTS MANAGEMENT SYSTEM AGAINST MQC CLIENTS

- 1. Brief Description:** This Procedure has been developed to address all issues related to threats to impartiality due to different relationships. MQC has developed a Complaint Management System to ensure that MQC handles complaints/Feed Back about clients in a positive and impartial manner. This system shall be applicable for our registered clients and shall benefit the management system of client organization. On receipt of any complaint/feed back MQC shall initiate necessary investigations on the issue and monitor corrective actions.
- 2. Responsibility** Overall Complaint Receiving, Handling and Closure shall be the responsibility of the Chief Executive MQC The Chief Executive may appoint any person best positioned to undertake the necessary investigations. In most of the cases CE himself conducts investigations.
- 3. Receipt of Complaints :** All Complaints shall be referred to the Chief Executive directly. The Complaints may be received over telephones or in writing. The recipient of complaint must ensure that he/she has understood the complaint against MQC Procedures / MQC Representatives. Complaints may be also be received over e mails or through letters. Complaints may be received from Accreditation Body. On receipt of complaint, The Chief Executive shall send a formal acknowledgement to the complainer within two working days. Chief Executive will allocate the complaint with full details to a MQC Impartiality Committee Member. (In most of the cases CE will himself be the Investigating Officer). The Investigating Officer in all the cases will be independent from the subject of complaint / Complainant.
- 4. Actions on receipt of Complaint**

 - A. The Investigating Officer shall contact the complainer and express regrets on complaint raised
 - B. Discuss the nature of complaint
 - C. Advise about the next step to be taken and time schedule for handling & disposal of complaint
 - D. Investigation of the complaint.
 - E. Findings of Investigation and Bringing up all facts related to the case.
 - F. Investigating Officer report to Chief Executive in writing if unable to close the complaint within the 15 days period.
 - G. Chief Executive provides all facts to the Complainer about the complaint
 - H. CE assures to complainer the provision of full detail when the complaint is closed.

5. Closure

The Investigating Officer completes all internal paperwork and sends it to the Chief Executive for **closure**. Chief Executive writes a formal closure to Complainer and any decision to the subject for considering a corrective action and demonstrating improvement in future. Complaint Register, Investigation Notes and closure letter shall be filed in the complaint file. Investigation Notes and relevant gathered records shall be retained for Six years.

Chief Executive