

Merit Quality Certification Pvt Ltd, Faridabad

Appeals and complaints

Right to appeal

If any Client feels that Merit Quality Certification Pvt Ltd has failed to provide proper ISO 9001:2008 QMS Audit Services or one of agreed upon services then the party has a right to appeal to the Impartiality Committee formed vide Merit Quality Certification Pvt Ltd Procedure no:01.

MQC shall not issue certificate when any relationship poses direct threat & the impartiality committee shall handle all such reported cases.

The impartiality committee appointed to handle impartiality, shall have a wider representation to represent key interests of Merit Quality Certification Pvt Ltd, Faridabad, as indicated in Section 6.2.3 of ISO/IEC 17021.& get the issue resolved as quickly as possible.

Appeals

This will be the aim of Merit Quality Certification Pvt Ltd, Faridabad, to treat each case fairly and consistently. However, if any party disagrees with the decision, they can appeal against it & ask for Review. A Fair hearing process shall be undertaken by the impartiality committee.

Complaints

Whilst this shall be the endeavor of the Staff of Merit Quality Certification Pvt Ltd, Faridabad, to carry out duties in a professional and responsible manner, there may be exceptional instances when some parties may be unhappy with the services. The aggrieved parties must first raise the matter with Impartiality Committee & submit formal complaints/appeals. If after doing this, the party is unhappy with the outcome, the party may raise direct complaint to the CEO Merit Quality Certification Pvt Ltd, Faridabad & send all copies of Complaints Appeals made to Impartiality Committee. Aggrieved parties must ensure that all evidences are provided.

CEO
Merit Quality Certification Pvt Ltd,
Faridabad
Merit Quality Certification Pvt Ltd, Faridabad
CEO Memo No: 02
Date: 15 April 2011