

CQI CERTIFICATION PRIVATE LIMITED CQI - Procedure		
Number	: CQI-QP-16	
Title	: Handling Clients Complaints	

Handling Clients Complaints

Procedure Index

Clause No.	Content	Page Number(s)
1.0	Purpose	3
2.0	Scope	3
3.0	Definitions & Abbreviations	3
4.0	Reference Documents	3
5.0	Procedure	3

Confidentiality Statement

*This document is the property of **CQI Certification Pvt. Ltd.** No part of this publication may be reproduced, stored in a retrieval system in any form, or transmitted by any means, without the prior written permission of the Management.*

			 Mr. Rohit Pandey Management Representative-Technical Director	 Mr. Alok Kumar Tiwari CEO	CQI Certification Pvt. Ltd.  Authorized Signatory Mr. Krishna Kumar Shukla Managing Director
01	00	01.10.2024			
Issue no.	Rev. no.	Document date	Prepared by	Reviewed by	Approved by

Number	:	CQI-QP-16
Title	:	Handling Clients Complaints

[illegible]

CQI CERTIFICATION PRIVATE LIMITED
CQI - Procedure



Number : CQI-QP-16
Title : Handling Clients Complaints

1.0 Purpose

- The purpose of this procedure is to handle all received complaints from certified clients or open market regarding CQI or its certified clients.
 - The procedure defines the requirements for:
 - ❖ Investigating to determine the root cause for the non conformance.
 - ❖ Initiating corrective action to eliminate the root cause
 - ❖ Monitoring the effectiveness of implementation of corrective action.
- Maintaining the results of corrective actions taken.

2.0 Scope

- It is applicable to all the received complaints against CQI or its certified clients through written or any other verbal source.

3.0 Definitions & Abbreviations

- 3.1 Top Management : Governing body of the organization made of MD & EC
- 3.2 MD : Managing Director
- 3.4 CQI : CQI Certification Pvt. Ltd.
- 3.4 MR : Management Representative.
- 3.5 CA : Corrective Action
- 3.6 Non conformance : It is the deviation from the defined criteria. It is a result of not complying with the requirements.
- 3.7 Corrective Action : Action taken to eliminate the root cause of the non conformance.

4.0 Reference Documents:

Doc Name	Doc No	Rev No	Rev Dt.	Retention Period
Complaint register	CQI-QF-56	00	01.10.2024	Live
Non-Conformity Closure Report	CQI-QF-42	00	01.10.2024	5 Years
Complaint Resolution form	CQI-QF-57	00	01.10.2024	5 Years

5. Procedure

- Complaints received from following sources through email which is displayed on the website:
 - Client under certification process
 - Customer of Certified Client
 - Consumer Forums
 - Legal authorities
 - Any other sources
- Technical Director accesses the email for received Complaints
- Technical Director acknowledges the complainant about receipt of complaint through email.
- Technical Director through appropriate sources validate the complaint
- If the complaint is found to be invalid, Technical Director communicates back to the complainant with justification.
- If the complaint is found to be valid, Technical Director & EC forms an ACTION TEAM.
- Members of this team will be different from those who carried out audits and made the certification decision
- If the complaint is not related to CQI, Technical Director to demand CAR from Certified Client.

CQI CERTIFICATION PRIVATE LIMITED CQI - Procedure		
Number	: CQI-QP-16	
Title	: Handling Clients Complaints	

- If the complaint is related to CQI, Action Team to initiate interim Short-term Containment action.
- Action Team to investigate the concern raised in the complaint
- EC to verify the investigation outcomes
- If the investigation is invalid a re-investigation is recommended
- If the investigation is valid, Action Team to propose suitable Corrective action
- EC in coordination with Technical Director validates the action proposed and recommends them for implementation
- If action implementation takes long time intermediately status is updated to the complaint by Technical Director
- Action Team establishes elements to track effectiveness of action proposed.
- The action taken is evaluated for effectiveness.
- If the action is not effective the proposed action is reviewed.
- If the action taken is effective, horizontally deploy those actions in other areas / processes & Close the Complaint.
- Technical Director communicates through a formal notice, about the resolution taken against the complainant to the entity who has initiated this Complaint.
- The Maximum time for the Resolution of Complaint is 24 Hours i.e. means within 24 Hours of time CQI will Resolve the Issue.