



<div> <div>OEQ Certification Pvt. Ltd.</div> <div>OEQ - Procedure</div> </div>			
Number	:	OEQ-QP-16	
Title	:	Handling Clients Complaints	


<h1>Handling Clients Complaints</h1>																							
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01	01	07.01.2025	Management Representative	Managing Director																			
Issue no.	Rev. no.	Document date	Prepared by	Reviewed by	Approved by																		

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1.0	<p>Purpose</p> <ul style="list-style-type: none"> The purpose of this procedure is to handle all received complaints from certified clients or open market regarding OEQ or its certified clients. The procedure defines the requirements for: <ul style="list-style-type: none"> ❖ 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. <p>Maintaining the results of corrective actions taken.</p>								
2.0	<p>Scope</p> <ul style="list-style-type: none"> It is applicable to all the received complaints against OEQ or its certified clients through written or any other verbal source. 								
3.0	<p>Definitions & Abbreviations</p> <p>3.1 Top Management : Governing body of the organization made of MD & EC</p> <p>3.2 MD : Managing Director</p> <p>3.4 OEQ : OEQ Certification Pvt. Ltd.</p> <p>3.4 MR : Management Representative.</p> <p>3.5 CA : Corrective Action</p> <p>3.6 Non conformance : It is the deviation from the defined criteria. It is a result of not complying with the requirements.</p> <p>3.7 Corrective Action : Action taken to eliminate the root cause of the non conformance.</p>								
4.0	<p>Reference Documents:</p> <table border="1"> <thead> <tr> <th>Doc Name</th><th>Doc No</th></tr> </thead> <tbody> <tr> <td>Complaint register</td><td>OEQ-QF-56</td></tr> <tr> <td>Non-Conformity Closure Report</td><td>OEQ-QF-42</td></tr> <tr> <td>Complaint Resolution form</td><td>OEQ-QF-57</td></tr> </tbody> </table>	Doc Name	Doc No	Complaint register	OEQ-QF-56	Non-Conformity Closure Report	OEQ-QF-42	Complaint Resolution form	OEQ-QF-57
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Complaint register	OEQ-QF-56								
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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 communication for received Complaints.
- Technical Director acknowledges the complainant about receipt of complaint.
- 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 OEQ, Technical Director to demand CAR from Certified Client with a specific reasonable time.
- If the complaint is related to OEQ, Action Team to initiate interim Short-term Containment action.

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- 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.
- If required, Action Team may propose for a special audit.
- 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 OEQ will Resolve the Issue.
- OEQ shall be responsible for all decisions at all levels of the complaints-handling process.
- MD ensures that any discriminatory actions against the complainant will not be taken.