

IGS	INGRAIN STANDARD ASSESSMENT LLP MANAGEMENT SYSTEMS CERTIFICATION	PROCEDURE
TITLE: PROCEDURE FOR DEALING WITH COMPLAINTS AND APPEAL		
DOC: MSC-P6.9-01	ISSUE: 00	DATE: Jan 2017
Prepared by: Compliance Director <i>M. Dbral</i>		Approved by: Head of Certification <i>P. Smith</i>
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1. PURPOSE

1.1 This operating procedure is to ensure uniform norms for receiving and dealing with complaints or disputes relating to all activities under Management Systems Certification

2. SCOPE

2.1 This procedure is limited only for complaints or disputes pertaining to IGS Management Systems Certification including certified management systems of applicant. All disputes shall be dealt in a similar manner as the complaints are dealt.

2.2 In this procedure, wherever the word 'complaint' occurs, it also means dispute for all Purpose of its redressal.

3. DEFINITIONS

3.1 Complaint or Dispute - Any communication received against the functioning of Management Systems Certification, IGS management system certification personnel, subcontractor and activities/services/processes undertaken at sites/addresses covered under applicant's/ certified management systems. Communication for disputes may be received at the first instance or some of the complaints may result into a dispute during its redressal.

3.2 MSCD - Management Systems Certification Department of IGS.

3.2 Head (MSCD) - Head (Management Systems Certification Department) and Managing Part (Legal) responsible for operations of MSC activity in IGS.

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- 4.2 Doc: MSC-F6.9-01 Complaints and Appeal Register
- 4.3 Doc: MSC-F6.9-02 Corrective Action and Preventive Action Report
- 5. RESPONSIBILITIES

- 5.1 Managing Partner(Legal& Admin) - Responsible for registering, processing, investigation and follow-up of complaints received under the region and its coordination with complainant till the complaint is redressed.
- 5.2 Managing Partner (Legal& Admin) - Responsible for closing of the complaint and also for processing the complaint.

6.	PROCEDURE		
	TASK	RESPONSIBILITY	RELATED DOC.
6.1	Receive the complaint from the complainant and take details.	LegalDepartment	Complaints Register

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Appeal Procedure

1.0 Purpose

To document, establish, implement and maintain the system for addressing Appeal, Complaints and Disputes received by IGS as per requirements of ISO/IEC 17021-1:2015, and other applicable international standards for certification bodies offering management system certifications

2.0 Scope

This procedure is applicable to all appeal and complaints received by IGS related to its Management System Certification.

3.0 Responsibility and Authority

Managing Partner – Legal and Admin

4.0 Policy & Procedure

Any client shall make an appeal to the Managing Partner of IGS in respect of the following

Non acceptance of client's application for certification.

Granting, suspending, withdrawing or denying of certification

IGS shall record all appeals in document MSC-F6.9-01 and acknowledge the receipt of the appeal. All appeals shall be addressed within 30 working days from the receipt of the appeal and IGS shall provide the client with progress reports and the outcome.

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All appeals are reviewed by the appeal panel constituted by managing Partner for each appeal. The appeal panel shall contain at least two members from the IGS's auditor panel who have not been part of the audit and also not involved in certification decision or involved in the subject of the appeal.

The appeal panel shall investigate the appeal by looking into the records and / or talking to the appellant and IGS and shall take a decision taking into account the results of any previous such appeals

Based on the decision of the appeal panel IGS shall initiate appropriate correction and corrective action and the same recorded in MSC-F6.9-01, register for complaints, appeals & disputes.

IGS shall be responsible for all decisions at all levels of the appeal handling process. The decision on the appeal is reviewed and approved by managing director and is communicated to the client. This completes the appeal process and IGS shall also inform the appellant at this time about the closure of the appeal.

IGS shall ensure that the submission, investigation and decision on appeals shall not result in any discriminatory action against the appellant.