

Product Authentication International

Procedure for Complaints OP.09 Rev: 08

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1.0 OBJECTIVE

This procedure describes the process for the handling and resolution of all complaints received by PAI.

2.0 SCOPE

This procedure applies to all complaints received by PAI. Complaints may fall into two categories.

- Complaints against PAI.
- Complaints against a PAI Client.

3.0 REFERENCED DOCUMENTS

Forms

SF.020	Scheme Regulations
GF.002	Complaint Form
SF.009	Complaint Record Register

4.0 DEFINITION OF A COMPLAINT

A complaint is defined as a recorded observation made to PAI that impinges on the integrity of the certification process, or the integrity, competence or behaviour of PAI staff or assessors. It may also be a recorded observation that questions the competence or integrity of a Certificated Supplier.

5.0 RESPONSIBILITIES

Compliance Co-ordinator

- Logs Incoming Complaints.
- Updates the Compliance Manager/General Manager with details of complaints.

General Manager

- Acknowledges Receipt of Complaints
- Liaises with Scheme Managers where appropriate, and decides on the course of action to be taken. The General Manager/Scheme Manager keeps the Compliance Co-ordinator informed of progress.
- The General Manager/Scheme Manager keeps the complainant informed of progress.

Compliance Manager

- Monitors and analyses complaints through to their conclusion.
- Refers complaints to the Certification Board if they cannot be resolved.
- Reports details of complaints to the Board.
- Archives completed/resolved complaints.

6.0 Complaint Process

When complaints are received, they are recorded in the Complaints Record Register by the Compliance Co-ordinator and a brief summary prepared on the Complaint Form. The Compliance Co-ordinator ensures that the complaint has been recorded in the Complaints Record Register with the following information available:-

- Complaint reference
- Complainant's details
- Date received
- Nature of the Complaint

The General Manager acknowledges receipt to the complainant promptly and requests further information and details regarding the complaint if necessary.

The General Manager liaises with the appropriate Scheme Manager to investigate the complaint. The General Manager ensures that the matter is handled promptly and fairly. The General Manager/Scheme Manager keeps the complainant informed of progress and the matter is resolved as quickly as possible.

The General Manager/Scheme Manager responds to the complainant, normally within 14 days, with a balanced and fair response to the complaint.

The decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.

A period of 28 days is given to allow the complainant to respond before we can assume the client is satisfied with the response.

Action is taken to resolve the immediate complaint whilst looking at and recording any procedural/training changes that are needed to prevent any re occurrence.

When complete the Compliance Manager completes and signs off the complaint form. The closed complaint is filed in number order in the Archive Complaints file.

The Compliance Manager regularly reviews the current Complaints File to progress and follow up complaints with a view to their timely completion.

The Company will determine, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution be made public.

7.0 Records

- Complaint Form
- Complaint Register
- Complaint correspondence