International Quality And Accreditation Services Pvt. Ltd.
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IQAS-010

Complaint Handling Procedure

AMENDMENT SHEET

Sr. No.	Page No.	Clause No.	Date of Amendment	Reasons of amendment	Amendment details	Remarks	Approved by
1.	--	--	28.10.2026	Periodic Review as per document control procedure	Detailing as part of periodic review	Replaces previous issue 01 dated 20.11.2023	R.S. Rana
2.							
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1. Objective:

To deal with complaints received from various sources and the procedure to be followed to handle such complaints.

2. Scope:

The complaint handling procedure covers complaints received from various sources e.g. interested party, regulator or any other government or private department or any affected party against:

2.1. IQAS personnel

2.2. Accredited Conformity Assessment Body (CAB) or undergoing accreditation by IQAS

2.3. Assessors/Accreditation Committee Members who are associated with IQAS for assessment and/or reviewing assessment reports.

The complaint may be lodged with IQAS by email/letter/fax and must be supported with evidence.

3. Responsibility

The person designated by the competent authority of IQAS shall handle the complaint as per the procedure given below.

4. Reference

Clause 7.12 of quality manual

5. Procedure

5.1 On receiving the complaint from any source against IQAS personnel or CAB accredited by IQAS or Assessor(s)/Accreditation Committee Members associated with IQAS, the designated person will acknowledge the same and send the complaint to the Complaint Validation Committee. Complaint Validation **Committee should have at least three members:**

1. IQAS representative other than the complaint handling designated personnel
2. Two Independent experts nominated by the competent authority of IQAS.

In case complaint is against the IQAS representative in the Complaint Validation Committee then competent authority of IQAS shall replace that member.

5.2 Once the complaint is validated, as having merit, by the Complaint Validation Committee based on the contents of complaint along with the required supporting evidence, the complaint handling designated person shall initiate the investigation of the complaint and it shall be investigated by an independent committee.

The composition of the independent committee shall be as follows:

5.2.1 When the complaint is against CAB or Assessor(s)/Accreditation Committee Member, the committee shall comprise of a Chairman who will be a IQAS representative and other two expert nominated by the competent authority of IQAS to investigate the complaint. The Committee shall submit the report of final outcome of the investigation. The final outcome of the complaint shall be communicated to the complainant.

5.2.2 When complaint is against IQAS personnel, the Complaint Investigation Committee shall be formed within IQAS and the composition of committee shall be competent authority/Promoter(s) of IQAS.

5.3 If after the investigation it is found that:

5.3.1 IQAS personnel was indulged in unethical conduct an appropriate action shall be initiated against him.

5.3.2 If CAB was found misusing IQAS symbol, misleading or indulging in fraud with the client, misrepresenting scope of accreditation, non-corporation with assessment team during the assessment then an adverse action shall be imitated against the accredited CAB. On repetition of similar complaint the CAB may be debarred.

5.3.3 If any Assessor/Accreditation Committee Member is found indulging in any activity which impacts the ethics of IQAS or any other action which leads to breach of contract with respect to impartiality and confidentiality or undue demand during the assessment; IQAS may cancel the Assessor/Accreditation Committee Member contract immediately and not undertake their services in future.

5.4 the outcome of the complaint shall be communicated to the complainant with prior approval of competent authority of IQAS.

5.5 competent authority of IQAS shall monitor the progress of complaint handling process.

5.6 Information about the CABs obtained from sources other than the CAB will be kept confidential.

5.7 Investigation and decision on complaints will not result in any discriminatory actions against the complainant.

Reference: IQAS-FF-014: Complaint Record