

BSCIC

Document Title : Procedure Manual
Issue Number : 03

Document Number: PM029
Revision Number : 03

TITLE: COMPLAINTS AGAINST BSCIC CLIENTS

Introduction

To ensure that BSCIC handles complaints about our clients in a positive and impartial manner.

Purpose

The complaint / feedback about our registered clients in a way derive benefit to their own management system as BSCIC intend to exercise a thorough investigation and monitors the corrective action taken by our client.

Responsibility

Overall Complaint Receiving, Handling and Closure is the responsibility of Chief Executive.

1 Definitions

The following terms have been used in this procedure:

Complaint

A complaint about our clients is where an interested party (e.g. customers of our registered client) expresses dissatisfaction with a product or service delivered to them by our registered client as covered by their scope of registration.

Complainer

The individual or organisation informing us of the complaint.

Nominee

The BSCIC person best positioned to under take the necessary investigation . Always decided by Chief Executive. In most of the cases CE himself conducts investigations.

2 **Complaint Handling Process (Reference is made to ISO 10002)**

Receipt

Any incoming complaint in writing or verbal MUST be PROMPTLY communicated to Chief Executive.

- Chief Executive ensure that the complainer understands the limitation of BSCIC's role in dealing with complaints against its clients.
- Log in the complaint in the 'Complaint Register [B028](#)

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Acknowledgement

- The Chief Executive sends a formal acknowledgement to the complainer within two working days

Allocation

- The Chief Executive will allocate the complaint with full details to the nominee. **(In most of the cases CE will himself be the nominee).**

Actioning Complaint

- The nominee contacts the complainer to:
 - express regret complaint raised.
 - talk through the complaint.
 - ensure complainer understands BSCIC limitation of role for complaints against our clients.
- Nominee investigates the complaint and discuss the possible judgement with CE;
 - whether a visit to the clients is required.
 - where a visit is required, the nominee makes a visit within the 20-day period or recommend on site visit to be at the next scheduled assessment visit.
 - Investigate the complaint, reveal the truth and record all details. A recommendation is required to how much extent this affect their Management System and if any supplementary assessment is required. This could be either a pre poning of the coming up assessment.
 - A very serious complaint with necessary evidences and investigation reveal that. In such case the registered client is notified that this could result in the registration getting jeopardised and may be terminated if not successfully resolve the situation. A time frame is settled with registered client and see the improvement of the situation through a supplementary assessment.
 - **Chief Executive provides the Complainer the progress on the complaint and the brief about the investigation output and which way the investigation is heading about. CE assures to complainer the provision of full detail when the complaint is closed.**
 - **The Complainer can refer to Accreditation body in case he/she is not satisfied with the resolution and if the complaint is not resolved within three months of the agreed time frame.**

Closure

- The nominee completes all internal paperwork and sends it to the Chief Executive for closure.
- Chief Executive reviews all details given by Nominee and takes a judgement about the next visit or Registration status.

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- Chief Executive writes a formal closure to Complainer and any decision with regard the Client's improvement plans and actions taken and BSCIC approval.
- A B028 Complaint Register, **Investigation Notes** and closure letter are filed in the complaint file **along with B028**.
- A copy of B028 must be attached to the forthcoming B019 Assessor Allocation in order to make the visiting assessor aware of whole situation and a recheck of the effectiveness of corrective action on a longer term.

BSCIC determines, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public. This process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

- **Communication decision is kept as a record.**

Records

B028 Complaint Register , **Investigation Notes** and relevant gathered records are retained for **Six** years.