

**Title: Procedure for handling of complaints**

**1.0 Objective:** The objective is to evaluate the complaint by examining all related information to arrive at the conclusion.

**2.0 Scope:** This procedure is applicable to all types of CABs and affected public.

**3.0 Responsibility:** Quality manager is responsible to evaluate complaint and outcome of investigation is communicated to complainant at the earliest.

**4.0 Procedure:**

**4.1** On receipt, the complaint is acknowledged, stating that it relates to accreditation activities, and outcome of investigation would be communicated to complainant and would be updated with the progress, when required.

**4.2** In case the complaint is received against accredited CAB, then a reply is sought from the concerned CAB, to get its views. Where required confidentiality of complainant is maintained.

**4.3** Upon receipt of complaint, if it is from CAB where quality manager was involved in decision making, he excuses himself and requests Director for appointing an investigation officer not involved in the processing and decision making.

**4.4** Quality manager or investigation officer gathers required information from the concerned dealing accreditation officer to validate the point of concern raised in complaint.

**4.5** Investigation officer/QM determines violation(s) of procedure vis-a-vis assessment records to validate the complaint, and if found difference are enough to establish about the credentials of earlier decision, these facts are brought before the director, who after examination and convincing himself with the facts brought before him, may change his earlier decision.

**4.6** The complainant CAB is communicated with the results of investigation and the decision on complaint.

**4.7** Investigation of complaint is given to only that officer, who is not involved in the processing of the CAB and the complainant in question.

**4.8** The same procedure is followed when the complaint is about a CAB accredited by FDAS, from a third party.

**4.9** Irrespective of the outcome of the complaint, FDAS does not act in-discriminately against the complainant.

**5.0 Records:** Complaint records containing the results of investigation, related assessment records, summary of findings and correspondence with complainant are preserved for future references.