

COMPLAINTS

1.0 PURPOSE

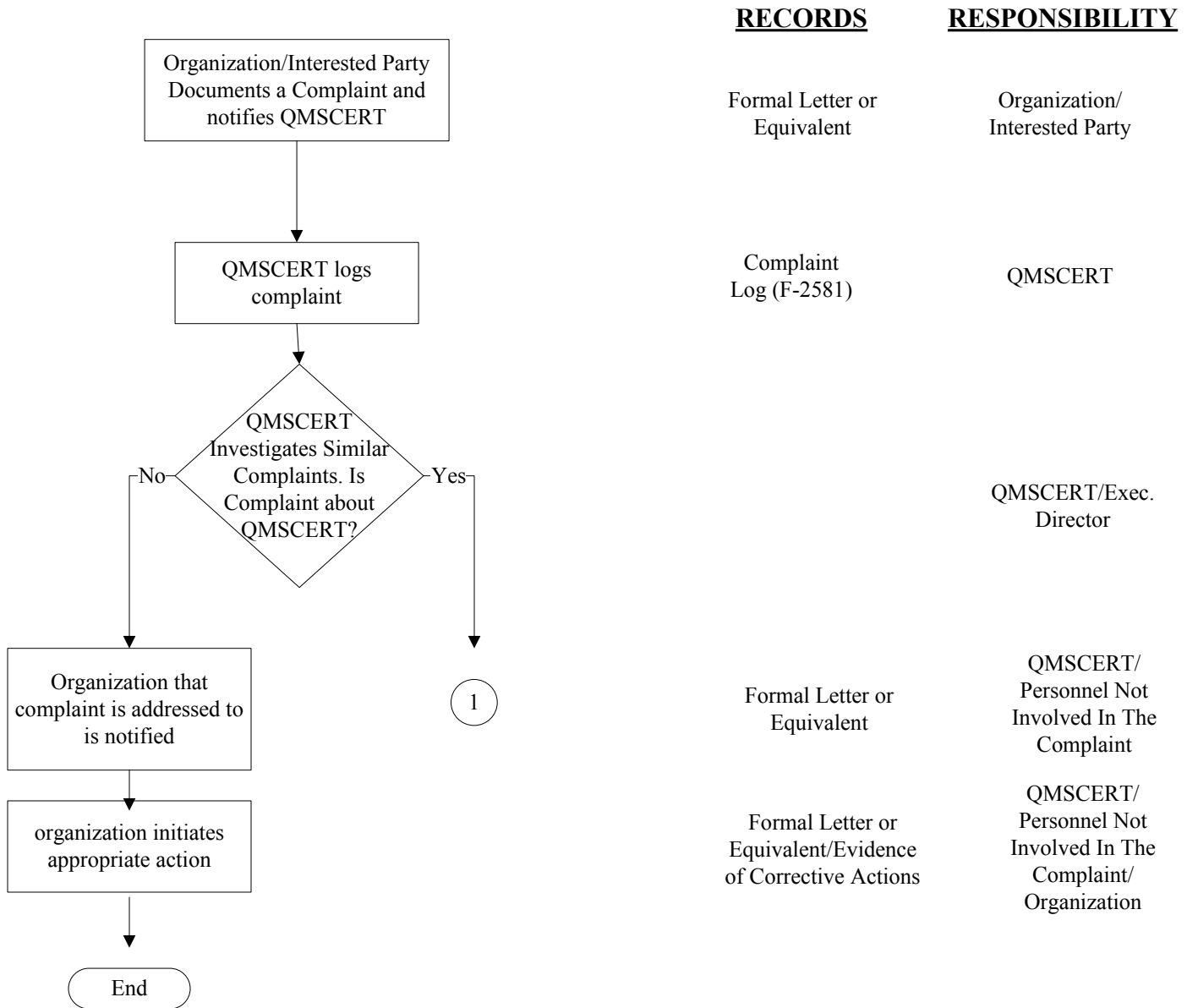
To define the requirements that QMSCERT must meet to maintain records of all complaints and corrective actions relative to the identified complaint.

2.0 SCOPE

This procedure applies to customer, interested parties, internal, or other source complaints received by QMSCERT. All complaints shall be subject to confidentiality requirements; however, if the complaint and/or the law calls QMSCERT to publicize or communicate confidential information of the customer, then QMSCERT is obligated to do it.

3.0 PROCEDURE

- 3.1 QMSCERT will mail each organization a "Customer Evaluation and Continuous Improvement Form" (F-2580) after each audit. QMSCERT will review the responses and initiate appropriate corrective action. QMSCERT will react to all documented complaints from sources other than its customer and it will record its decision according to this procedure
- 3.2 The Executive Director will be responsible for determining the severity of a complaint and formally addressing the complaint or not. The Executive Director or a Board of Directors member will initial and date Form 2580 as a record of this review. All other complaints may be documented through all types of media.
- 3.3 The Executive Director is responsible for evaluating the need for reassessing QMSCERT's management system as a result of the complaint.
- 3.4 The Quality Manager and the Executive Director shall identify the corrective action, allocate necessary resources to implement it and monitor the application of the corrective action
- 3.5 The Director of Registration and the Quality Manager shall assess the effectiveness of the corrective action.



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