



OP-2080

COMPLAINTS - INCIDENTS

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1. PURPOSE

To define the requirements that QMSCERT must comply with in order to maintain records of all complaints and corrective actions thereof

2. SCOPE

This procedure applies to the customer, interested parties, internal, or other sources of potential complaints or incidents received by QMSCERT that need to be dealt with on record.

Everything is managed confidentially. However, if a complaint and / or law requires QMSCERT to disclose or notify confidential information to third parties, QMSCERT is obligated to do so

3. OVERVIEW

General:

QMSCERT will inform each of its clients that form F-2580 is available on its website. This form can be used after the completion of the audit/inspection, or at any other time deemed necessary, to evaluate the range of services provided, to submit a suggestion for improvement, or to document a complaint/observation

- 3.1 QMSCERT will respond to any documented complaints from anyone taking relevant actions and will record its decision in accordance with this procedure. In addition to the reported complaints in case of incidents that are reported and need to be addressed, this procedure will be implemented
- 3.2 The Executive Director and / or staff not involved in the complaint or incident shall be responsible for evaluating and dealing with it. In the event that the complaint is recorded via the electronic form (F-2580), the IT department staff will save the copy and inform the relevant staff. The Executive Director or a competent member of the Board of Directors will initial and date document 2580 as a record after reviewing it. All other incidents are documented by appropriate means (e-mail, letters, etc.). In the event of a complaint or other incident being communicated by telephone, the recipient of the communication will request documented communication. Otherwise, the incident will not be dealt with.
- 3.3 The Executive Director is responsible for the evaluation of the effectiveness of the MS of QMSCERT, as a result of the complaint or incident
- 3.4 The QM and the Executive Director will define the corrective action and will dispose the necessary resources for the implementation and monitoring of the application of the corrective action
- 3.5 The Certification Manager and the QM will evaluate the effectiveness of the corrective action

Note: As incident can be considered any communication from an interested party that concerns

- ✓ Investigative question,
- ✓ claim,
- ✓ certificate and certification logo use

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4. PROCEDURE

Activity		Records	Responsibility
The customer or other interested party communicates with QMSCERT	A) By Telephone B) In writing (via email or electronic form F-2580 or other formal letter)		Customer / Interested Party
A) By Telephone	The personnel of QMSCERT that receives a telephone call will forward the call to the appropriate person. This person will require from the customer and/or the interested party that this has to be received in writing.	F-2582	All of QMSCERT personnel
	Once this is received in writing, B) part below is followed.	F-2582	Sector Responsible or ED or QM
	If not in writing then process stops and decision is documented	F-2582	Sector Responsible or ED or QM
B) In Writing	The personnel of QMSCERT that receives the complaint will forward it immediately to the responsible person, the QM and the ED	Copy of email or letter or F-2580 is maintained at X:\Private System\QCERT SYSTEM & RECORDS\QMS OPERATIONAL RECORDS\CUSTOMER COMMUNICATION\ (year) COMPLAINTS	ED and QM
	The competent staff (which is not directly involved in the case) will evaluate / investigate the complaint / incident and will inform the ED or the QM about the result.	F-2582	Scheme Competent Personnel
The complaint / incident is not accepted by QMSCERT (the information we received does not deviate from the regulations, procedures, etc.)	Customer / Interested Party Information	Official Letter or Equivalent (copy is kept in the relevant file)	Scheme Competent ED or QM
The complaint / incident is accepted by QMSCERT	Following the initial evaluation, a further analysis of the complaint / incident will be carried out to decide whether: 1) To manage as non-conformance 2) To impose sanctions 3) Send a reply	F-2582	Scheme Competent ED or QM
Case 1)	The complaint is documented as Non Conformance	F-2581	ED or QM
	Informing Customer or Interested Party	Official Letter or Equivalent (copy is kept in the relevant file)	Scheme Competent ED or QM
	QMSCERT initiates corrective action	F-2581	Assignment to the appropriate person who is not directly involved in the subject matter of

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			the complaint by the ED
	Corrective Action reviewed and approved	F-2581	ED or QM
	The CA is evaluated in terms of its effectiveness: A) It is effective: Completion of the process. B) Not effective: repetition of design / implementation / evaluation steps	F-2581	ED and QM
Case 2)	Based on the analysis, sanctions should be imposed	F-2582	ED and/or QM
	A) Informing Customer or Interested Party	Official Letter or Equivalent (copy is kept in the relevant file)	Scheme Competent ED or QM
	B) Assess whether, in addition to sanctions, corrective action should be planned. No: Complete the process Yes: the steps of Case 1 apply as mentioned above.	F-2582	ED and QM
Case 3)	Informing Customer or Interested Party	Official Letter or Equivalent (copy is kept in the relevant file)	Scheme Competent ED or QM
	B) Evaluate whether in addition to informing the Customer / Stakeholder a corrective action should be planned. No: Complete the process Yes: the steps of Case 1 apply as mentioned above.	F-2582	ED and QM