



1. OBJECTIVE: To ensure that a proper customer complaint procedure is in place.

2. SCOPE: This procedure applies only to BCS's customer complaints.

3. RESPONSIBILITY & AUTHORITY:

Overall responsibility: Director

Functional responsibility: Certification Manager/Operations Manager

4. RELATED DOCUMENTS

Customer complaint Form – BCS/R/26

Customer satisfaction questionnaire – BCS/R/24

5. PROCEDURE

5.1 Receipt and Recording of Customer Complaints

5.1.1 Customer feedback and complaints are gathered using a customer satisfaction questionnaire (BCS/R/24). When a customer complaint is received, the recipient must record it on the complaint form (Doc. No: BCS/R/26) and forward it to the Director.

5.2 Detailed Investigation of Customer Complaints related to Certification Activities

5.2.1 Within two working days, the Certification Manager must acknowledge the complaint. The Certification Manager shall notify the relevant certified client against whom the complaint is made within five (5) working days.

Following consultation with the Director, the Certification Manager shall investigate the complaint and prepare a detailed report on the complaint, which shall be submitted to the Director along with the complaint form (Doc. No. BCS/R/26). The Certification Manager must complete a corrective action request (BCS/R/07).

5.2.3 The Director must decide on the appropriate course of action.

5.2.4 The Certification Manager must notify the complainant of the recommended decision within two working days of the decision by the Director.

5.2.5. The Director must ensure that any complaint is resolved within one month of its receipt.

5.2.6 The Certification Manager is responsible for compiling a summary report of all customer complaints and submitting it to MR to be tabled at the Management review meeting.

5.2.7 The COMPANY, in consultation with the client and the complainant, shall determine whether and to what extent the subject of the complaint and its resolution will be made public.



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5.3 Detailed investigation of customer complaints in relation to non-certification Activities

5.3.1 Within two working days, the relevant Manager must acknowledge the complaint.

5.3.2 The relevant Manager shall notify the relevant person against whom the complaint is made within five (05) working days.

5.3.3 Following discussion with the Director, the relevant Manager shall investigate the complaint and prepare a detailed report on the complaint, which shall be submitted to the Director along with the complaint form (Doc. No. BCS/R/26). The Director must decide on the appropriate course of action. The Certification Manager must complete a corrective action request (BCS/R/24).

5.3.4 Within fourteen (14) working days of the Director's decision, the relevant Manager shall inform the complainant of the recommended decision and submit a copy of the report to the Certification Manager.

5.3.5 The Director shall ensure that any complaint is resolved within one month of the date of the complaint.

5.3.6 The Certification Manager shall prepare a summary report of all customer complaints and submit it to MR to be tabled at the Management review meeting.

5.3.7 The company must determine, in collaboration with the client and the complainant, whether and to what extent the subject of the complaint exists.

5.4 The procedure for handling customer complaints must be made public. It will be published on the company's website.