

Complaints Handling Process Procedure

Complaints Handling Process

1. The Chief Executive (CE) shall be responsible for all decisions at all levels of the complaints-handling process.
2. The compliant process including submission, investigation and decision making shall not result in any discriminatory actions against the appellant.
3. Upon receipt of complaint, FCS shall confirm whether the complaint relates to certification activities that FCS is responsible for and, if so, shall handle and investigate it. However, if the complaint relates to the certified client, FCS shall examine the complaint to consider the effectiveness of the certified management system.
4. If the complaint received is related to the certified client of its product/service provided, the CE shall refer the complaint to the certified client immediately. FCS shall request the certified client to carry out investigation and settle the complaint with the complainant directly. The certified client is required to provide the investigation details and the result of settlement to FCS.
5. FCS shall treat the complaint process confidentially, as it relates to the complainant and to the subject of the complaint.
6. The complaints-handling process shall include at least the following elements and methods:
 - a. An outline of the process for receiving, validating and investigating the complaint, and for deciding what actions need to be taken in response to it;
 - b. Tracking and recording complaints, including actions undertaken in response to them; and
 - c. Ensuring that any appropriate correction and corrective action are taken.

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Complaints Handling Process (cont'd)

7. FCS shall gather and verify all necessary information of the complaint received to validate the complaint.
8. FCS shall give notice to the complainant to acknowledge receipt of the complaint. FCS shall make all efforts to process / resolve the complaint and provide periodic updates on the progress of the complaint investigation as well as information about its outcome to the complainant.
9. The decision to be communicated to the complainant shall be made by, or reviewed and approved by individuals not involved in the subject of the complaint.
10. FCS shall issue a formal notice at the end of the complaints-handling process to the complainant.
11. The CE shall determine together with the certified client and the complainant, whether and to what extent the subject of the complaint and its resolution shall be made public.

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