

Complaints Procedure

Contents

1.0	Objective	2
2.0	Responsibility	2
3.0	Definition	2
4.0	Process of making and handling complaints	2
5.0	Coverage of cost to investigate the complaint	3
6.0	Records	4

Procedure No.	PRO-CH-01	Rev No. 0.1
Prepared by	Ann	Page 1 of 4
Approved by	Director, Technical	Month/year : 03/23

1.0 Objective

The objective of this procedure is to lay down the process of handling complaints received by GAB.

2.0 Responsibility

Technical Director will be responsible for operationalizing this procedure and will be the final authority for complaints. President shall be the final authority for decision making on the complaints received against Technical Director.

3.0 Definition

Complaint : expression of dissatisfaction, other than appeal, by any person or organization, to an accreditation body, relating to the activities of that accreditation body or of an accredited conformity assessment body where a response is expected. (ISO 17011)

For definition of related terms please follow the definitions of ISO 17011

4.0 Process of making and handling of Complaints:

4.1 A complaint can be made by any person, customer, client or organization against GAB for the following

- a) its operation and assessment process and procedures followed by GAB or its assessors
- b) behavior/integrity of GAB staff including assessors, experts, committee members

A complaint can also be made by any person, customer or organization against the bodies accredited by GAB for the following;

- a) Misuse of accredited status or scope of accreditation
- b) Misuse of accreditation symbol of GAB by any accredited body
- c) Quality of third-party services provided
- d) Inadequate services provided by the certified organizations with GAB or any other accreditation

Note: Complaint to GAB related to Certified organization and accredited CABs shall only be made after the complaint procedure of the relevant organizations (Certified Organization and accredited CAB) has been followed completely.

Procedure No.	PRO-CH-01	Rev No. 0.1
Prepared by	Ann	Page 2 of 4
Approved by	Director, Technical	Month/year : 03/23

4.2 Complaint shall normally be made in writing to the Technical Director/President. The complaint must include the complete details of the complainant, description of the complaint including supporting information/documents that substantiate the content of the complaint.

- Note:
1. Complaints received verbally be recorded by the person receiving the complaint with the details of the complainant like name, email, address, etc.
 2. GAB shall reserve the right to ignore any anonymous complaint that does not include complete details of the complainant.

4.3 Following procedure shall be followed for complaint handling and disposal:

4.3.1 The complaint shall be received and recorded in the complaints register.

4.3.2 Technical Director will analyze the complaint. It will categorize the complaint into following categories,

- a) Complaint against GAB
- b) Complaint against GAB Accredited Bodies
- c) Complaint against Organization holding GAB accredited certificate
- d) Complaint against Organization, Accredited CAB with accreditation from other accreditation bodies

4.3.3 Technical Director shall decide, generally within 6 working days of receipt of complaint, whether the complaint is valid or not. At this stage complainant shall be informed of the receipt of complaint and whether complaint will be further processed or not.

4.3.4 Technical Director shall assign the complaint to a person to analyze the complaint. This person shall not have been part of the process against which the complaint has been raised.

4.3.5 The analysis and proposal for corrective actions will be shared with the Technical Director and the complainant shall be informed of the status of the complaint. The complaints register shall be updated by the person responsible to handle the complaint.

4.3.6 The proposed corrective actions shall be implemented by the responsible function and the complaint shall be closed after verifying the effectiveness of the implemented corrective actions.

4.3.7 Once the effectiveness of the implemented corrective action has been confirmed, the complaint shall be closed and the complainant shall be informed. In case if the resolution of complaint is not done within a month, a progress of complaint status will be communicated to the complainant.

4.3.8 If the complaint is against the work of other accreditation body, GAB reserves the right to approach the other accreditation body or other international accreditation forums to address the issue.

Procedure No.	PRO-CH-01	Rev No. 0.1
Prepared by	Ann	Page 3 of 4
Approved by	Director, Technical	Month/year : 03/23

4.3.9 Technical Director will ensure that the no discrimination is meted out to the complainant.

5.0 Coverage of cost to investigate the complaint:

If the investigation of a complaint requires to undertake travel and assign some independent resources, GAB shall inform the complainant that about the approximate cost that will be incurred. The cost shall be allocated as under:

- a) If the complaint is against the functioning of GAB, the cost will be borne by GAB.
- b) if the complaint is against the accredited CAB, GAB shall inform the CAB and the complainant about the estimate of the cost. In this case the cost shall be borne by the party at fault.
- c) If the complaint is against the certified client of a CAB, GAB will ask the accredited CAB to undertake the investigation as per its complaints' procedure. In case if the accredited CAB requests GAB to investigate, the cost shall be borne by the party at fault.

Note: In the cases where the complainant/CAB is likely to bear the cost of investigation, it will be a requirement that the complainant/CAB shall be asked to deposit QAR 5000.00 each towards coverage of cost before GAB undertakes the investigation. The deposit of the party that is not at fault will be returned.

6.0 Records

Records of the complaints shall be maintained by Technical Director in the form of complaints register. The record of the nature of complaints, validity and corrective actions implemented in response to the complaints shall be maintained by Technical Director.

Technical director shall present a summary of complaints received and corrective actions implemented to management review meeting.

Procedure No.	PRO-CH-01	Rev No. 0.1
Prepared by	Ann	Page 4 of 4
Approved by	Director, Technical	Month/year : 03/23