	BHUTAN STANDARDS BUREAU MANAGEMENT SYSTEMS CERTIFICATION SCHEME	MANAGEMENT SYSTEM PROCEDURES
	DOC: BSB MSCS-P 9.8-01	ISSUE: 02

PROCEDURE FOR COMPLAINTS HANDLING

1. PURPOSE

This is to ensure uniform norms for receiving and dealing with complaints relating to operations of BSB Management Systems Certification Scheme.

2. SCOPE

This covers handling of complaints pertaining to operations of BSB Management Systems Certification Scheme.

3. DEFINITIONS

3.1 Complaints: dissatisfaction expressed (other than appeal) by a person or by an Organization on the output of any service rendered by MSCS or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

3.2. Complainant: person, organization or its representative, making a complaint (person/ organization that signs the complaint)

3.3 Feedback: opinions, comments and expressions of interest in the products or the complaints-handling process

4. RESPONSIBILITIES


4.1 HEAD, MSCS– Head is responsible for day-to-day operations of MSCS and management systems implementation within MSCS.

4.2 Complaints Committee - The Complaints Committee is responsible for deciding on complaints against MSCS. The composition and terms of reference of this committee is same as product certification (refer PCS-P7.13-01)

5. PROCEDURE


Clause No	Task	Responsibility
5.1	Receipt and registration of complaints	
5.1.1	Receive the complaint from the complainant and take details	Any BSB Officer
5.1.2	Forward the complaint to MSCS along with all details.	Receiving Officer

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5.1.3	Validate whether the complaint relates to certification activities if so, deal with it. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system	HEAD, MSCS
5.1.4	Study the complaint, identify remedy sought by the complainant and gather necessary information for the effective handling of the complaint	HEAD, MSCS
5.1.5	Acknowledge receipt of complaint and enter the complaint in Complaints Register	DCO
5.2	Assessment & Investigation of complaints	HEAD, MSCS
5.2.1	Arrange a visit to the complainant to gather complete information and submit a report. Note 1: HEAD, MSCS shall initiate action in consultation with the Chairman of Complaint Committee. Note 2: This may be conducted by person who is independent of the nature or range of the complaint Note 3: In case of conflict of interest with HEAD, MSCS, Chairman of Complaint Committee will nominate another officer	Appointed Officer
5.2.2	Assess the severity, safety implication, complexity, impact, and the possibility of immediate action of each complaint	HEAD, MSCS
5.2.3	Convene a meeting of Complaints Committee to take decision considering all the relevant circumstances and information surrounding a complaint.	HEAD, MSCS
5.3	Follow up action	
5.3.1	Identify problems requiring any actions to prevent recurrence of dissatisfaction for corrective action (and preventive action if required) commensurate with the nature and risk involved	HEAD, MSCS
5.3.2	If the investigation of a complaint results in a recommendation for suspension of certificate submit report for further action.	HEAD, MSCS
5.3.3	If the investigation of complaint results in a recommendation for cancellation of the certificate, process for cancellation by EXD	HEAD, MSCS
5.3.4	If the complaint is against the MSCS scheme, put up investigation report to Director General who shall decide on the necessary action.	DG
5.3.5	In the case of a complaint against BSB Personnel or Sub-contractor inform PTO who shall take the necessary action and update files with information to the Director General.	PTO
5.4	For complaints received against certified Organizations	

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5.4.1	A special visit is planned to ascertain the actions taken by the certified client and ensuring effectiveness of the certified management system. Advise verification of actions taken during forth-coming surveillance audit.	HEAD, MSCS
5.5	Communicating the decision and closure	
5.5.1	Communicate decision or action taken regarding the complaint, to Complainant or personnel involved	HEAD, MSCS
5.5.2	Obtain letter of satisfaction from complainant, if possible	HEAD, MSCS
5.5.3	Closing the complaint Recommend closure of complaint	HEAD, MSCS

7. REFERENCES

Doc: BSB MSCS-G9.7-03 Guidelines for Complaints Committee

Doc: BSB MSCS-F9.8-01 Complaints register

Doc: BSB MSCS-F9.8-02 Complaint form

Doc: BSBMSCS-F9.8-04 Format of letter informing the decision on complaint

Doc: BSBMSCS-F9.8-05 Form for closure of complaint

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