

**COMPLAINT HANDLING PROCEDURES**

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Reviewed and Issued by:	Approved by :
Signature :	Signature :
Date :	Date :

**1.0 Purpose**

This procedure applies to safeguard that complaints are handled effectively and in accordance with the requirements of company policy and standard requirement.

**2.0 Scope**

This procedure is applicable to all complaints from client against the services provided by HNCA.

**3.0 References**

Product Certification Scheme Quality Manual HNCA-TAC-01

**4.0 Definition**

**Complaint** Written objection or disagreement or verbal representations involving the service provided by HNCA.

Written objection or verbal representations regarding conduct of personnel from HNCA.

**Services** Product certification services provided by HNCA.

**5.0 Detail of Procedure**

No.	Action	Responsibility	Relevant Documents
<b>5.1</b>	<b>Receipt of Complaint</b>		
1.	Note down the particulars of the complaint including received verbally.	COO/ Quality Unit	CH-FM-11/1
2.	Record the particulars of the complaint received in the Complaint Register.		
3.	Acknowledgement receipt of the complaint.	COO/ Quality Unit / Client	MEMO
<b>5.2</b>	<b>Validate the Complaint</b>		
1.	Check the status and scope of registration of the company.	COO/ Quality Unit	CH-FM-11/1
2.	If the company is a client of HNCA, and the complaint is within the scope of certification, find the evident to support the complaint validation.	COO/ Quality Unit	CH-FM-11/1
3.	Notify the certified client at an appropriate time if the complaint is found to be valid. Within 5 days.	COO/ Quality Unit/ Client	MEMO/ EMAIL

4.	For complaint that involves public interest, HNCA will find the best solution to validate and/or investigate the complaint.	COO/ Quality Unit	CH-FM-11/1
<b>5.3</b>	<b>Investigation And Reporting</b>		
1.	Confirm with the complainant whether the complaint has been highlighted to the certified client and copy to HNCA.	COO/ Quality Unit	CH-FM-11/1
2.	Request for explanation from the certified client on the complaint received.	COO/ Quality Unit/ Client	CH-FM-11/1
3.	Upon received of explanation from certified client, review the action taken by the company.	COO/ Quality Unit/ Client	CH-FM-11/1
4.	If the explanation is not acceptable, request the company to give a support evident and to find other approach in handling the respective complaint.	Quality Unit/ Client	CH-FM-11/1
5.	If the explanation is acceptable, inform the complainant and, when necessary, the relevant parties on the status of complaints.	COO/ Quality Unit/ Client	CH-FM-11/1
6.	Upon completion of investigation, complete the Complainant report, Recommendations to be made shall be based on the outcome of the investigations and shall be discussed with the COO.	Client	Memo
7.	The correction and/or preventive actions, if any, (with a date of completion) on the agreed recommendations shall be taken by COO concerned. It is recommended that the completion date for action is within 1 month.		CH-FM-11/1
8.	Record the action taken by the certified client, by completing Complaint Report to close the case.	COO/ Quality Unit	CH-FM-11/1
<b>5.4</b>	<b>Effectiveness of Corrective and/or Preventive Action</b>		
1.	Review the effectiveness of corrective and/or preventive actions.	Quality Unit/ COO	CH-FM-11/1
2.	Update status of complaints in the Complaint Register. Report on the status of complaints to HNCA meeting once every quarterly and in the relevant Management Review meeting.	Quality Unit/ COO	-

## 6.0 APPENDIX/ RECORDS

Document	Doc. Ref.	Location	Retention Period
Complaint Register	N/A	File room	While client in service with HNCA
Complaint Report Form	CH-FM-11/1	File room	

**APPENDIX 1**

**Complaint Handling by HNCA**

