

## COMPLAINT HANDLING

### 1 OBJECTIVE

To ensure that all complaints are managed and resolved satisfactorily.

### 2 SCOPE

This procedure is used for handling complaints with regard to KAN activities and/or KAN accredited CABs.

### 3 REFERENCE

PM 5.8

### 4 RESPONSIBILITIES

4.1 Director for Accreditation is responsible for handling and resolving complaints relating to the accreditation process and implements corrective and preventive actions

4.2 Quality Manager is responsible for handling and resolving complaints relating to KAN management system and implement corrective and preventive actions.

### 5 PROCEDURE

#### 5.1 General

5.1.1 Complaint shall be made in writing and addressed to the Director for Accreditation.

5.1.2 KAN Secretariat will advise to complainant to make complaint in writing if the complainant lodges complaint in verbal. KAN will not take any action until the written complaint is received.

5.1.3 Complaint shall contain, but not limited to, the following detail:

- The name and address of the complainant;
- Detail of the subject of the complaint, where possible include objective evidence to support the complaint.

5.1.4 Accreditation Director reviews the complaint to ascertain the substance and determine validity of the complaint.

5.1.5 Complaints relating to the accreditation process will be resolved by the Director for Accreditation while complaints relating to KAN management system are to be sent to Quality Manager,

5.1.6 Director for Accreditation notifies in writing to the complainant informing that the complaint has been received and will be resolved accordingly.

5.1.7 Director for Accreditation or Quality Manager appoints appropriate personnel to investigate the complaint and implement corrective actions.

- 5.1.8 If needed, Director for Accreditation or Quality Manager will establish an Ad Hoc Team to resolve of the complaint.
- 5.1.9 Director for Accreditation or Quality Manager assesses the effectiveness of all actions taken to resolve the issue. Upon actions taken have been considered satisfactory, Director for Accreditation propose to Secretary-General to makes approval of resolution of the complaint.
- 5.1.10 Director for Accreditation formally notifies, in writing, the complaint resolution has been approved to the complainant.
- 5.1.11 KAN records complaints (FSM 06.01), actions taken and resolutions of the complaint.


## 5.2 Complaint Handling Related to KAN General Activities

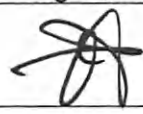
- 5.2.1 Director for Accreditation notifies, in writing, the complaint received by KAN Secretariat to accredited CAB. The CAB is required to provide statement and to investigate the complaint, ensuring that the complaint is first addressed by the CAB.
- 5.2.2 The CAB shall notify, in writing, its statement to complainant and a carbon copy shall be sent to KAN Secretariat within one month.
- 5.2.3 Should the complainant not satisfy to CAB statement, Director for Accreditation may arrange for a meeting inviting the parties to the complaint to make resolution.
- 5.2.4 If necessary, Director for Accreditation may appoint personnel or team to carry out unscheduled surveillance to investigate the complaint. It should be noted that the outcome of the unscheduled surveillance might be suspension, reduction or withdrawal of accreditation if it has been proven that the accredited CAB has violated the term and condition and/or accreditation criteria. Accreditation Director shall make decision based on the outcome of the unscheduled surveillance and promptly notifies in writing to the complainant.

## 6 RELATED DOCUMENTS

- PSM 10 : Corrective and Preventive Action Procedure
- FSM 06.01 : Complaint Records

## 7 APPROVAL

Reviewed by	Signature	Date
Quality Manager		28 March 2016

Approved by	Signature	Date
Secretary-General		28 March 2016