



GLOBAL INSPECTION AND CERTIFICATION NETWORK
- CGLOBAL -

Procedure No.:

PRC.07

Version:

02

Effective date:

18/07/2024

*Type of conformity
assessment:*

**Certification, Verification,
Inspection & Testing**

PROCEDURE FOR HANDLING OF COMPLAINTS, APPEALS

**Conformity
assessment body:**

**GLOBAL INSPECTION AND CERTIFICATION NETWORK
(CGLOBAL) PTE. LTD.**

Compiled by

Tran Thi Thoa

**Position:
System Secretary**

(Signature)

Approved by Director

Vu Long Bien

(Stamp - if necessary)

(Signature)



VU LONG BIEN

*The compilation, review, amendment, approval, issuance, withdrawal and cancellation
of this document must comply with the provisions of PRC.01- Procedure for Document Control
issued by CGLOBAL*



**PROCEDURE FOR HANDLING OF COMPLAINTS,
APPEALS**

Code: **PRC.07**

Issuance times: **02**

Effective date:
18.07.2024

DISTRIBUTION OF DOCUMENTS

1. Director	<input checked="" type="checkbox"/>	4. Business Department	<input checked="" type="checkbox"/>
2. Certification Department	<input checked="" type="checkbox"/>	5. Administration Department	<input checked="" type="checkbox"/>
3. Auditors Management Department	<input checked="" type="checkbox"/>		<input type="checkbox"/>

DOCUMENT REVISION LOG

Date of revision	Revision summary
18.07.2024	Supplement Policy Update Step 5: Handle complaints and appeals Update Step 6 Notice to customers Update Step 7 Documentation of measures taken



PROCEDURE FOR HANDLING OF COMPLAINTS, APPEALS

Code: **PRC.07**

Issuance times: **02**

Effective date:
18.07.2024

I. GENERAL REGULATIONS:

1.1 Purpose and scope

- This procedure prescribes the order and procedures for receiving and resolving as well as preventing the recurrence of complaints and appeals of customers and stakeholders related to CGLOBAL's audit, certification and training activities in a prompt, objective and correct manner, don't extrude responsibility.
- This procedure is disclosed to customers and partners related to CGLOBAL's services.
- This procedure applies to the field of Assessment, Certification, Verification, Inspection and Testing of CGLOBAL according to the requirements specified in ISO 9001:2015, ISO/IEC 17021-1:2015; ISO/IEC 17065:2012, ISO/IEC 17020:2012, ISO/IEC 17025:2017, ISO 14065:2011, ... and other relevant documents of the IAF International Accreditation Forum, the International Laboratory Accreditation Cooperation (ILAC).

1.2. Compilation, review and approval:

This procedure is compiled by the System Secretary and approved by the Director for issuance.

The compilation, review, revision, approval, issuance, revocation or cancellation of this procedure must comply with the provisions of the Procedure for Document Control – **PRC.01**.

1.3. Responsibility:

- Compiler: Disseminate, guide, monitor and update implementation.
- Relevant staff: Strictly comply with the prescribed requirements.

II. DEFINITIONS, ABBREVIATIONS AND REFERENCES

2.1. Definitions, abbreviations:

- **Appeal:** A request made by the client for the outcome: audit, certification and training of CGLOBAL to request a review of the decision made by CGLOBAL with respect to the person concerned.
- **Complaint:** A form of expressing dissatisfaction (different from appeal) of any individual or organization with CGLOBAL related to the activities of that organization/agency with the expectation of a response.

2.2. References:

- MS.CG - Handbook Of System Management And Operational Risk Management
- PRC.01- Procedure for Document Control;
- PRC.02- Procedure for Records Control;
- ISO 9001:2015, ISO/IEC 17021-1:2015



PROCEDURE FOR HANDLING OF COMPLAINTS, APPEALS

Code: **PRC.07**

Issuance times: **02**

Effective date:
18.07.2024

- Other relevant documents of the International Accreditation Forum (IAF) and the International Laboratory Accreditation Cooperation (ILAC)

III. PROCEDURE CONTENT

3.1. Principles of handling complaints and appeals

Persons involved in resolving customer complaints and appeals must comply with the following principles:

Publicity and transparency: CGLOBAL's information about providing services must be public and transparent with customers so that customers can monitor and control the service provision processes.

Accessibility: CGLOBAL's appeals resolution information must be easy to understand and accessible.

Timeliness: Ensure timely provision to the complaining individual/organization with information on the receipt of complaints, responsibilities and complaint resolution progress.

Objectivity: Ensure the resolution of complaints in an objective, fair and non-discriminatory manner.

Costs: The complainant does not incur any costs for the process of making the complaint and resolving the complaint.

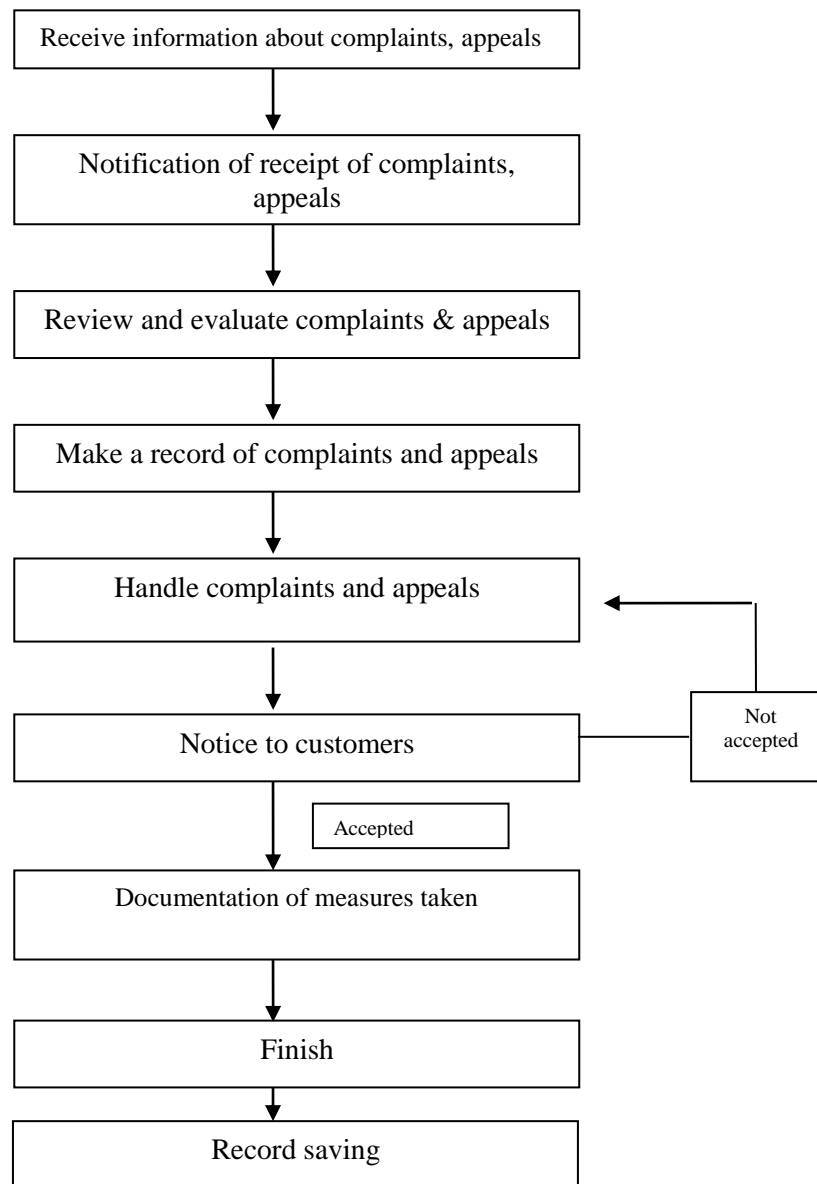
3.2. Customer complaint, appeal handling policy

“CGLOBAL always creates favorable conditions for customers to reflect and goodwill in resolving complaints and appeals to ensure the interests of customers and constantly improve to perfect CGLOBAL's management system.”

CGLOBAL commits the submission, investigation and decision on complaints don't There are not any discriminatory actions against the complainant/appeal.

CGLOBAL publishes the **Complaints and Appeals Letter (F01-PRC.07)** on the Website so that customers can conveniently access and carry out the complaint procedure

3.2.1. Flowchart:



a. Step 1: Receive information about complaints & appeals

All employees of the company receive information about complaints and appeals. When receiving a complaint or appeal, the employee will make a preliminary evaluation of the seriousness of the problem. If the problem is serious and needs to be resolved immediately, contact the director/ head of department directly by phone or email for timely *handling (must still notify the director via email within 24 hours)*. If the problem is not urgent, within 24 hours, must create a **Customer Complaint and Appeal Information Form - F02-PRC.07** and send it to the director or the department manager related to the complaint or appeal.

b. Step 2: Notification of receipt of complaints, appeals

When receiving complaints or appeals, the department assigned by the executive director to resolve complaints and appeals must notify the complaining individual/organization



PROCEDURE FOR HANDLING OF COMPLAINTS, APPEALS

Code: **PRC.07**

Issuance times: **02**

Effective date:
18.07.2024

that the complaint or appeal has been received by means: Call, email or fax. Notification time must not exceed 24 hours after receiving the complaint.

c. Step 3: Review and preliminary evaluation of complaints and appeals

Complaints and Appeals should be preliminarily evaluated according to criteria such as: The nature of the complaint, the appeal, the severity of the complaint, the relevance of issues about CGLOBAL's services, the complexity of the impact, the need and the ability to resolve the complaint. If the complaint does not have enough information needed to proceed with the resolution, return to step 1.

Relevant departments manager allocates necessary resources for the process of handling complaints and appeals in their departments.

d. Step 4: Gather and Make a record of complaints and appeals

Make a record of complaints and appeals along with supporting information and signs to identify the file according to each case.

e. Step 5: Handle complaints and appeals

Departments manager, after receiving the director's decision on handling customer complaints and appeals, need to carefully find out the circumstances and information related to complaints, appeals, causes of complaints, appeals, appoint staff to handle within 24 hours at the latest. For appeal/complaints handling, manager ensure that the persons engaged in the appeals/complaints-handling process are different from those who carried out the audits and made the certification decisions, by review audit record from Certification Dept. and do not assign auditor and certification decision maker to handle this appeal.

Every month, the Administration Department is responsible for receiving the results of resolving complaints and appeals from departments and reporting to the executive director.

f. Step 6: Notice to customers

The department in charge of resolving appeals and complaints notifies customers of the progress report, the decisions and actions that will be taken related to complaints and appeals after receiving the opinion of the Director.

If the complainant or appellant rejects the decision or action that has been taken, the relevant departments must take other forms of handling or according to the provisions of the "General Regulations on Management System Certification", "General Regulations on Product Certification" and the Department in charge of resolving the complaints, appeals shall notify the complainant or appellant of this change in accordance with CGLOBAL's provisions in "General Regulations on Management System Certification", "General Regulations on Product Certification". Also make a record of that case. Relevant departments and individuals should take further supervision measures for the process of handling complaints and appeals until appropriate solutions are discussed and satisfied the complainant or appellant.

Complaints and Appeals need to be resolved within 10 days from the date of receipt of the complaint or appeal. In exceptional cases, please consult the Director to decide on the time limit for resolution.

g. Step 7: Documentation of measures taken

When the complainant or appellant receives the notification, if the decisions and actions taken are accepted, the department in charge of handling the complaint or appeal shall notify the relevant department to make the decision, send to client results report and keep records. End the complaint, appeal process.

The Department send a formal notice to the Appellant/Complainant of the end of the appeals-handling process via email/zalo ... The process of resolving complaints is monitored in **F03-PRC.07 – Book For Tracking Customers' Complaints, Appeals** and is recorded and stored by the **Administration Department**.

Note: In case the complaint settlement plan is not agreed with the customer, the matter will be brought to the Hanoi Civil Court or the Civil Court as agreed in the contract for settlement.

IV. CONFIDENTIALITY:

- All information relating to the customer and the complaining partner must be kept completely confidential, especially the complaint information related to the strategy, business operations, technology and market of the client during the performance of the contract, unless the written consent of the authorized person of that client is obtained.

V. SAVED RECORDS

No.	Records	Rec Code	Save place	Save time
1	Complaint and Appeal Letter	F01-PRC.07	Administration Department	02 years
2	Appeal and Complaint Information	F02-PRC.07		02 years
3	Book For Tracking Customers' Complaints, Appeals	F03-PRC.07		02 years