CERT * AICERT *	ARM INNOVATIONS PVT.LTD.	Doc. No. Is. No.	AI/CB/PR/10
		Re. No.	CB DOC 10.0
ALCERT . ALCERT.	Management System Conformity Assessment	Effective Date	29.04.2021



Appeal & Complaints

Management System Conformity Assessment

AICERT (a division of ARM Innovations Pvt. Ltd.) 1/414, Sector-1, Vaishali, Ghaziabad, Uttar Pradesh, 201010

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Document Control

	Prepared by	Reviewed & Approved by
Designation	MR	MD
Name		
Signature		

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1. Purpose

This procedure describes the guideline to deal with the raising of dissatisfaction (Complaint), dispute and appeal directly related to quality system of certification customer & AICERT decision.

2. Related documents

2.1 Manual

3. Related procedure

No	Procedure	Main activities	Related document & record
1	Receive complaint	 All complaint shall be received officially to AICERT by writing/email etc. within 30 days after the occurrence of event. The content of received complaint shall be written in customer complaint dealing report and conveyed to the head of administration management team. Received complaints shall notify by telephone or official letters. 	Customer complaint /appeal dealing register
2	Related to certification activity	 Check if the content of complaint is directly related to certification activity. If it is (Yes) move on to 4th step If it isn't (No) move on to 3rd step 	
3	Handling of Complaint	 Complaint which isn't directly related to certification activity shall be dealt by the person in charge of complaint (MR)/CEO and reported verbally. And then it shall be closed after checking that it is dealt on customer complaint /appeal dealing list. 	Customer complaint /appeal dealing register
		At this time additional follow-up measures aren't taken and corrective actions are taken only when judged necessary.	
4	Complaint investigation	It shall be dealt with by collecting independent investigation team and if it is related to	Customer



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No	Procedure	Main activitie	25	Related document & record
		certification customer, for complaint, the effectiv management system shall	reness of certified	complaint /appeal dealing register
		 The result of investigation customer complaint / appe 		
5	Handling of Complaint		ttle complaint and record the Customer res in customer complaint	
		 Notify customer who rais result of measures. 	ed complaint of the	dealing register
6	Satisfied with actions?	Is customer who raised co the result of measures?	mplaint satisfied with	
		 If he/she is (Yes) move on to 	o 7th step	
		 If he/she isn't (No) move or 	n to 8th step	
7	Corrective Action	Complaint which isn't certification activity shall be in charge of complaint and /appeal dealing report signed (approved) and cor in charge. And then it is officially.	e dealt by the person d customer complaint shall be closed and nveyed to the person	
		 If recognized as corrective take corrective actions. 	actions are required,	
8	Receive appeal	 All raising of appeal shall b within 30 days after dosing All raising of appeal shall 	complaint dealing.	Customer complaint /appeal register
		director of administration and he/she shall convey /appeal dealing report document to raise appeal	/management office customer complaint and all application	
9	Appeal Dealing	 CEO shall appoint appeal d 	lealing team.	
		 Examine complaint and independently and write th based on the survey result 	ne response on paper	
		The relevant team shows a short team with the relevant team of the short team of team	nall take measures	



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No	Procedure		Main activities	Related document & record
			depending on the content of response and submit the determination of appeal dealing team to complaint raiser by writing.	
10	Satisfied with determination?	*	Is appeal raising customer satisfied with the determination of appeal dealing team?	
		*	If (Yes) he/she is move on after returning to 7th step	
		*	If she/he isn't (No) move on to 11th step	
11	Arbitration process	*	The person who isn't satisfied with the determination of AICERT appeal dealing can raise appeal additionally and this appeal shall be submitted officially within 30 days after receiving the determination of appeal dealing.	
		*	This appeal raising shall be submitted to arbitration process of Only Delhi (India) Judicial Area.	

4. Generals

- 4.1 If complaint etc. is received, it shall be registered in customer complaint /appeal control list on the received date, and then be conveyed to the head of administration/management office and determination relating to certification shall be made.
- 4.2 The determination of complaint etc. shall be made or examined and approved by the person having no connection with the complaint etc. and it shall not cause any discriminate measures to complaint-raising organization/person.
- 4.3 If received complaint etc. is judged to be directly related with certification activity, investigation team shall be collected within 30 days and necessary measures including writing of customer complaint /appeal dealing report etc. shall be taken.
 - 4.3.1 In principle, if customer complaint /appeal dealing report is completed, the measures shall be taken within 5 business days.
 - 4.3.2 In the case of complaint with certification customer, inquiry to certification customer shall be made at an adequate period.
- 4.4 If judged as received complaint etc. has no connection with certification activity, it shall be notified to the department concerned on that day and dealt with within 7 working days. When notification of correcting complaint is made, all measures taken shall recorded and

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closed on the customer complaint /appeal dealing list.

- 4.5 If it exceeds the period to be corrected, the measures against it shall be taken after receiving the approval of the head of administration/management office and notifying customer of it.
- 4.6 When notifying customer of the measures taken against customer complaint etc., the notice that if there is any appeal, receipt shall be completed within 30 days shall be made, too.
 - 4.6.1 If appeal raising is received exceeds 30 days after the closing, it will be registered in customer complaint /appeal dealing list but whether to take measures shall be determined at the director of the department.
 - 4.6.2 Validity of appeals and complains shall be confirmed and all collected information shall be approved. Also, similar previous results of appeal shall be concerned.
- 4.7 Object of complaint, whether to disclose the settlement and its range shall be determined together with customer /complaint raiser. The determination on the confidentiality of complaint requires the appeal raising against the complain of a certain person concerned and this determination shall be justified.
- 4.8 Trail and record about action taken for settlement of appeal and complaints should be maintained.
- 4.9 Proper correction and corrective action should be guaranteed to be taken.
- 4.10 If complaint is not satisfied with the result, or passed three months from agreed time, it can be sent over MD.
- 4.11 Appealer shall be notified closing process of appeals and complaints.
- 4.12 If appealer not satisfy with result than MD take charge for resolve the dis-Satisfaction / appeal will update appeal with 15 working days.
- 4.13 If appealer still not satisfy, will discuss with AB(after accreditation) or start the arbitration process

DELHI jurisdiction is only area for arbitration.

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Document Owner and Approval

The Management Team is the owner of this document and is responsible for ensuring th at this document is reviewed in line with the requirements in the Manual.

A current version of this document is available to all members of staff on the corporate intranet. This is approved by the Management Team on 03/05/2021 and is issued on a version controlled basis.

- Approved by: Management Team
- Approved on: 03/05/2021
- Signed off by: MD

Change History Record

Issue	Description of Changes	Approval	Issue Date
1	Initial Issue	Management Representative	03/05/2021