

	ARM INNOVATIONS PVT.LTD.	Doc. No.	AI/CB/PR/10
	Management System Conformity Assessment	Is. No.	1
		Re. No.	CB DOC 10.0
		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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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	<ul style="list-style-type: none"> ❖ 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	<ul style="list-style-type: none"> ❖ 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	<ul style="list-style-type: none"> ❖ 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. ❖ At this time additional follow-up measures aren't taken and corrective actions are taken only when judged necessary. 	Customer complaint /appeal dealing register
4	Complaint investigation	<ul style="list-style-type: none"> ❖ It shall be dealt with by collecting independent investigation team and if it is related to 	Customer

