
SRI LANKA STANDARDS INSTITUTION
MSCS PROCEDURE
PROCEDURE FOR DEALING WITH COMPLAINTS, CUSTOMER FEEDBACK AND SATISFACTION

1. PURPOSE

This procedure describes the manner of handling complaints, analysing and reviewing of customer feedback and customer satisfaction relating to Management Systems Certification

2. SCOPE

This procedure is limited only for

- Complaints received by SLSI on Management Systems Certification activities and/or certified clients.
and
- Customer feedback and satisfaction relating to Management Systems Certification activities

3. DEFINITIONS

- 3.1. Complaints - Any Communication received against the functioning of SLSI Management Systems Certification Schemes or applicant/certificate holder.
- 3.2. Complainant - The person/organization who signs the complaint. The complainant can be a client firm or public.
- 3.3. SCD - Systems Certification Division
- 3.4. DG - Director General of SLSI
- 3.5. D(SC) - Director (Systems Certification) of SLSI
- 3.6. SDD(SC) - Senior Deputy Director (Systems Certification) of SLSI

4. REFERENCES

- 4.1. MSC P 8.2 - 01 - Procedure for Corrective Action
- 4.2. MSC F 6.7 - 01 - Complaint form
- 4.3. MSC R 6.7 - 02 - Complaint Register
- 4.4. MSC F 6.7 - 03 - Format of Letter acknowledging complaint
- 4.5. MSC F 6.7 - 04 - Complaint Reporting Form
- 4.6. MSC F 6.7 - 05 - Format of letter informing the decision on complaint
- 4.7. MSC F 6.7 - 06 - Complaint Record Sheet
- 4.8. MSC F 6.7 - 07 - Format of letter informing closure of the complaint
- 4.9. MSC F 6.4 - 19A - Customer Feedback Report on Audit performance
- 4.10. MSC F 12.2-01 - Questionnaire for Customer Satisfaction

5. RESPONSIBILITIES

5.1. Director (Systems Certifications) – D(SC)

D(SC) is responsible for processing the complaints, reviewing of customer feedback and satisfaction and submission of reports to the MSCCC.

5.2. Senior Deputy Director – SDD(SC)

SDD(SC) is responsible for registering the complaint and co-ordinate with complainant till the complaint is redressed.

Conducting customer satisfaction surveys and analysing of feedback and survey reports

5.3. Director General – DG

DG responsible for processing the complaint if conflict of interest exists with D(SC)

6. PROCEDURE

6.1. Complaints

6.1.1. Any complaint is received verbally, the standard complaint form (MSC - F 6.7 - 01) shall be sent to the complainant by SDD(SC). Once the complaint is received in the standard complaint form, SDD(SC) shall register the complaint (MSC - R 6.7 - 02) and acknowledge the complaint (MSC - F 6.7 - 03).

6.1.2. If the complaint is received in writing, SDD(SC) shall complete the relevant form and register and, acknowledge the complaint.

6.1.3. Upon receipt of a complaint, the SLSI shall confirm whether the complaint relates to certification activities that it is responsible for and, if so, shall deal with it. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.

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- 6.1.4. Any complaint about a certified client shall also be referred by the SLSI to the certified client in question at an appropriate time.
- 6.1.5. SDD(SC) or nominated person independent of the nature or range of the complaint shall investigate the complaint and prepare a report (MSC-F6.7-04). This may involve a visit to the applicant/certificate holder/client, complainant.
- 6.1.6. Whenever possible, the SLSI shall provide the complainant with progress reports and the outcome.
- 6.1.7. The decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.
- 6.1.8. If the result of the complaint is a recommendation for suspension or cancellation of the certificate, the report shall be communicated to the DG for recommendation and approval.
- 6.1.9. Whenever possible, the SLSI shall give formal notice of the end of the complaints-handling process to the complainant.
- 6.1.10. The results of complaint shall be communicated to both complainant and the certificate holder/client involved. To what extent, the subject of the complaint and its resolution to be made public shall be decided after discussing with the certificate holder/client and the complainant.
- 6.1.11. All records related to the complaint ensuring that appropriate correction and corrective action are taken (MSC F 8.2 - 01) shall be maintained and submitted such records to the management review meeting.
- 6.1.12. SDD(SC) shall ensure that any customer complaint investigation cycle is completed within one month.

6.2. Customer Feedback and Satisfaction

- 6.2.1. Customer feedback form shall be given to the clients during the closing meeting of the audit.
- 6.2.2. After receiving the completed reports, SDD(SC) shall analyse them quarterly basis and report shall be send to D(SC) for reviewing and action taken.
- 6.2.3. Customer satisfaction surveys (MSC F 12.2 – 01) shall be conducted by SDD(SC) in annual basis.
- 6.2.4. Survey results shall be analysed and send to the D(SC) for reviewing purpose.
- 6.2.5. D(SC) shall submit the customer feedback and satisfaction reports to the MSCC to take further actions.