



HYM International Certifications Pvt Ltd

Complaint Procedure

This procedure outlines the process for handling customer complaints and the subsequent corrective action process. This procedure is available on request or accessible on the client access page at www.hymcertifications.com.

COMPLAINT PROCEDURE

1 General

- 1.1 Purpose: To set forth the process for receiving, documenting and resolving customer complaints (including root cause analysis and systemic corrective action).
- 1.2 Scope: Applies to complaints about HYM or complaints about organizations certified by HYM.

2 Related Procedures, Exhibits

ISO/IEC 17021
ASCB Criteria for Accreditation
IAS Criteria For Bodies Operating Registration of Environmental Management Systems
Any other applicable Accreditation Body materials that may apply to HYM through our accreditation agreements
HYM-0 By-Laws
HYM-1(series) Quality Manual
F-3(series) Registration Agreement
F-121 Client Issues Form
PRO-1(series) Registration Procedure
PRO-8 Corrective Action Procedure
PRO-10 Dispute Procedure
PRO-11 (as applicable): Procedure for Suspension or Withdrawal of Registration Certificates
WI-44 Differences Between Inquiry and Complaint
ISO/IEC 17065 Latest Revision
Certification Procedure, PRO-01.17065

3 Complaints about HYM

- 3.1 All HYM employees can accept client inquiries and complaints. If an inquiry the employee responds to the client and records the inquiry and response in DATABASE so that any other employee that has contact with the client can review a record of interaction with the client. All complaints are forwarded to the International Client Services Manager at sivaalapati25@gmail.com to be documented on an F-121 and assigned for investigation and resolution. Investigation team is to be assigned within 24-48 hours of receipt of complaint. Formal communication of investigation findings and response to be sent to the client within 30 days of the complaint filing. Negative feedback from clients received on F-18 Customer Satisfaction Surveys will be logged on spreadsheet by Customer Service and updated in Database profile under client notes along with response to client by employee.
- 3.1.1 A Customer Complaint is defined as:
- a) Any query or complaint that the client identified as a complaint;
 - b) Any query, inquiry, or statement that occurs as a result of a system failure as determined by Management;
 - c) Anything submitted formally in writing to the Customer Service Department.
- HYM WI-44 (Differences between Inquiry and Complaint) provides further direction on distinguishing between an inquiry and complaint.
- 3.1.2 Personnel, including management, should not be employed to investigate any appeal, complaint, or dispute if they have been directly involved in the appeal, complaint or dispute in the past two years or if there are any relationships that may compromise the impartiality of the investigation.
- 3.2 HYM Managers and the Customer Service Department are responsible for classifying the complaint to determine if the Managing Director and/or Program Manager (PM) need to be involved in its resolution.
- 3.3 The Customer Service Department is responsible for documenting, resolving and following

up on all complaints directed to them using the F-121. All customer complaints require root cause analysis and implementation of corrections and corrective actions. All complaints are logged on a matrix, the F-122, and periodically reported to management for preventive action and quality improvement purposes.

4 Complaints about HYM Certified Companies

- 4.1 Upon receipt of a complaint about an organization certified by HYM, appropriate personnel elicit all pertinent information in writing.
- 4.2 The PM and/or President forwards the information regarding the complaint to the Certified Company and requests written comment.
 - 4.2.1 Complaints regarding a certified company represent a source of information as to possible nonconformity. The certified company should investigate the complaint and report to HYM the results of the investigation. Where appropriate, the certified company should determine and report to HYM the cause of the nonconformity, including any predetermining (or predisposing) factor within the organization's EEEMS, any corrections and corrective actions taken.
- 4.3 If the Certified Company does not respond within 30 days , and/or if the President or Program Manager, having reviewed the matter, finds that the organization has violated the terms of its agreement with HYM, the President must invoke the HYM Procedure for Suspension or Withdrawal of Registration Certificates (PRO-11 as applicable).
- 4.4 After any feedback from the certified company is reviewed, the Managing Director or Program Manager may determine that the complaint does not violate the HYM Registration Agreement or By-Laws. S/he may, at his/her discretion, may declare the matter closed without taking further action.
- 4.5 In any event, the Program Manager/ Managing Director notifies the Complainant and/or the certified company, in writing, of his decision in the matter. S/he also advises both parties that his/her decision may be disputed per HYM's Dispute Procedure (PRO-10).
- 4.6 The Program Manager/ Managing Director must determine, together with the certified company and complainant, if, and to what extent, the subject of the complaint and its resolution will be made public.
- 4.7 During surveillance audits, HYM should review any outstanding complaints to verify corrective/preventive action. In certain circumstances, HYM may determine that a short notice audit is required to investigate/close the complaint. If this is the case, then the short notice audit shall be completed within 90 calendar days from receipt of the complaint.
- 4.8 HYM is responsible for all decisions at all levels of the complaints-handling process.
- 4.9 Submission, investigation and decision on a complaint shall not result in any discriminatory action against the complainant.

5 Records

- 5.1 Records of all aspects of complaint processing are maintained by the International Client Services Manager or designee under strict security, in accordance with PRO-5.

6 Accreditation Body Involvement

- 6.1 HYM will refer any complaints that cannot be adequately resolved to the appropriate accreditation body.