

	<b>BLUESTAR MANAGEMENT SYSTEMS</b>	Doc. No	P-9.8
		Issue. No	1
	<b>PROCEDURE – HANDLING COMPLAINTS</b>	Iss Date.	01/06/2019

## 1. PURPOSE

To define a procedure for complaints handling.

## 2. SCOPE

This procedure is applicable to the all certification activities of BLUESTAR. It describes the systematic and consistent recording, evaluation and making decisions on complaints pertaining to certification activities including certificates, reports and other decisions taken by BLUESTAR.

BLUESTAR complaints handling process is publicly available on the website of BLUESTAR.

## 3. RESPONSIBILITY

Director (DS) assisted by Manager (Certification)

## 4. PROCEDURE

**4.1** A Complaint is defined as an expression of dissatisfaction or concern about the service, lack of service, other than appeal, by any person or organization, to BLUESTAR related to its certification activities.

**4.2** BLUESTAR shall be responsible for all decisions at all levels of the complaints-handling process.

**4.3** BLUESTAR shall ensure that submissions, investigation and decision on complaints do not result in any discriminatory actions against the complainant.

**4.4** Upon receipt of a complaint, BLUESTAR confirms whether the complaint relates to certification activities that it is responsible for and, if so, deals with it. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.

**4.5** Any valid complaint about a certified client is also referred by BLUESTAR to the certified client in question at an appropriate time.

**4.6** BLUESTAR process to receive, evaluate and make decisions on complaints is subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint. The process includes at least the following elements and methods:

- a) An outline of the process for receiving, validating, investigating the complaint, and for deciding what actions are to be taken in response to it;
- b) Tracking and recording complaints, including actions undertaken in response to them; and
- c) Ensuring that any appropriate correction and corrective action are taken.

S. No.	Process	Process details
1.	Receiving complaint	BLUESTAR sends form F-9.8 to the complainant to fill and send it back. A written or electronic acknowledgement is given to the complainant. The complaint received is then recorded in the Complaints Register, R-9.8 and is passed on to Director (DS) for review, evaluation and decision.
2.	Evaluating complaint	Complaint is reviewed to ascertain its validity. If the complaint received is related to BLUESTAR certification activities, the complainant is informed that the complaint is under review. If not, the complainant will be communicated to that effect.
3.	Investigating complaint	Director (DS) with help of Technical Committee will investigate the complaint and it may include the following: a) Internal audit. b) Unscheduled audit of client.

		c) Interview with client or interested party. d) Interview with auditor concerned. e) Review of client file (and related job files) and related information.  Outcome of investigations will be submitted to Director (DS) to determine whether any action is required or not.
4.	Taking decision/actions	Action required: a) BLUESTAR takes required corrective actions, b) Client gets audit report if prepared and takes corrective action listed, which are verified for effectiveness of actions taken and respond to complainant.  Action not required: Respond to client/interested party (when the complainant is found without merit).

**4.7** BLUESTAR is responsible for gathering and verifying all necessary information to validate the complaint.

**4.8** BLUESTAR shall provide the complainant with progress reports and the outcome.

**4.9** BLUESTAR ensures that the decision to be communicated to the complainant is made by, or reviewed and approved by only individual(s) not previously involved in the subject of the complaint.

**4.10** BLUESTAR will give formal notice of the end of the complaints-handling process to the complainant, whenever possible.

**4.11** BLUESTAR will determine, together with client and complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

**4.12** BLUESTAR will resolve the complaints within 90 days from the date of receipt of the complaint.

**4.13** BLUESTAR will provide the client with liberty to approach the Accreditation Board in case client is not satisfied or the complaint has not been resolved within 90 days from the date of its receipt.

Document Amendment Record

Clause No.	Changes	Date of Issue

Document Distribution Record

S. No.	Name of Person	Department	Controlled / Non-Controlled	Signature