

ACCREDAX INTERNATIONAL COMPLAINT HANDLING PROCESS

1. Receipt of Complaint

- Complaint received via telephone, email, letter, facsimile, or Client Feedback Form.



2. Verification of Complaint

- Officer verifies whether the complaint is substantiated.
- Dissatisfaction based on *hearsay* is **not considered** a complaint.
- Complaint must refer to **AXC or AXC's client**.



3. Classification of Complaint

- If the issue is **not adequately addressed** at the lowest/appropriate level → Return to complainant as a **dispute** between complainant and AXC's client.
- If valid, classify as a complaint.



4. Logging the Complaint

- Officer records the complaint in **Complaints Log Sheet (AXCP-15/F2)**.
- Assigns complaint number.
- Appends to complaint file.
- Raises a **Corrective Action Request (AXCP-04/F1)**.
- Passes file to **Investigative Officer** (appointed by MD).



5. Investigation of Complaint

- Investigative Officer investigates and makes recommendations to MD.

ACCREDAX INTERNATIONAL COMPLAINT HANDLING PROCESS

- Considers both immediate and long-term actions.



6. Communication of Findings

- Investigative Officer writes to the parties involved, informing them of the outcome relevant to them.



7. Request for Complainant Feedback

- Investigative Officer formally requests complainant to respond within 14 days, giving comments or detailing corrective actions.



8. Follow-Up and Monitoring

- Investigative Officer updates follow-up column in Complaints Log Sheet.
- If no response from complainant → send reminder.
- Prolonged delay → escalate to Managing Director (MD).



9. Resolution and Closure

Once resolved, Investigative Officer:

- Advises complainant of the outcome.
- Completes the file.
- Updates Complaints Log Sheet.



ACCREDAX INTERNATIONAL COMPLAINT HANDLING PROCESS

10. Review and Acknowledgment

Certification Manager reviews and acknowledges actions taken as recorded in:

- Corrective Action Request Form
- Complaint Log Sheet



11. Management Review

- All complaints are included as an agenda item in the Management Review Meeting.