



IIHRTM International Institute of
Human Resources

Doc Ref.:	IIHR-MSP-07
Issue No:	01
Issue Date:	23-05-2019
Revision No.:	00
Revision Date:	—
Page:	1 of 5

TITLE: PROCEDURE FOR COMPLAINTS

Procedure for Complaints

IIHR – MSP - 07

PREPARED & ISSUED BY	REVIEWED & APPROVED BY
	
CERTIFICATION MANAGER	DIRECTOR



Doc Ref.:	IIHR-MSP-07
Issue No:	01
Issue Date:	23-05-2019
Revision No.:	00
Revision Date:	--
Page:	2 of 5

TITLE: PROCEDURE FOR COMPLAINTS

Amendment Record

DOC ISSUE	DATE	CHANGES AND REASON FOR MODIFICATION	APPROVAL
01	23.05.19	Initial Draft	Director

PREPARED & ISSUED BY

REVIEWED & APPROVED BY

[Signature]
CERTIFICATION MANAGER

[Signature]
DIRECTOR



Doc Ref.:	IIHR-MSP-07
Issue No:	01
Issue Date:	23-05-2019
Revision No.:	00
Revision Date:	—
Page:	3 of 5

TITLE: PROCEDURE FOR COMPLAINTS

Table of Contents

Sr. No.	Description	Page No.
1	Purpose	4
2	Scope	4
3	Responsibility	4
4	Description of Activity	4
5	References	5

PREPARED & ISSUED BY	REVIEWED & APPROVED BY
CERTIFICATION MANAGER	DIRECTOR



Doc Ref.:	IIHR-MSP-07
Issue No:	01
Issue Date:	23-05-2019
Revision No.:	00
Revision Date:	—
Page:	4 of 5

TITLE: PROCEDURE FOR COMPLAINTS

1. PURPOSE

The company has established, implemented and maintained this procedure to ensure that M/s International Institute of Human Resource effectively handles all complaints in an impartial manner.

2. SCOPE

The scope of this procedure covers receiving, handling & resolving all the complaints received by IIHR.

3. RESPONSIBILITY

The **Certification Manager & Director** are responsible for implementation and management of this procedure.

4. DESCRIPTION OF ACTIVITY

- 4.1 A written complaint can be sent either as e-mail or by letter and should as a minimum contain the following:
 - Name of the person filing the complaint
 - Certificate Number
 - Post address and/or e-mail address
 - Mobile Number
 - The reason for the complaint
- 4.2 Complaints received by any staff member (permanent, contractual and on probation) are to be informed to the HR & Marketing Executive (Complaints & Appeals) for initiating the process.
- 4.3 An initial response will be sent to the complainant within 5 working days, as minimum to acknowledge the receipt of the complaint.
- 4.4 Poor ratings / remarks given by customers in the Customer Feedback Form will also be treated as a complaint.

PREPARED & ISSUED BY	REVIEWED & APPROVED BY
CERTIFICATION MANAGER	DIRECTOR



Doc Ref.:	IIHR-MSP-07
Issue No:	01
Issue Date:	23-05-2019
Revision No.:	00
Revision Date:	--
Page:	5 of 5

TITLE: PROCEDURE FOR COMPLAINTS

- 4.5 The HR & Marketing Executive (Complaints & Appeals) will review the complaint in order to ensure that the same is pertaining to the Certification Activities of IIHR. In case the complaint is found to be valid, the HR & Marketing Executive (Complaints & Appeals) will acknowledge the receipt of the same to the complainant in writing and provide them with a complaint number for reference.
- 4.6 The HR & Marketing Executive (Complaints & Appeals) will assess the complaint and inform the concerned departmental representative for initiating necessary action.
- 4.7 The HR & Marketing Executive (Complaints & Appeals) along with the concerned departmental representative will determine the Correction & Corrective Action steps to be taken. If required, persons directly involved in conducting the activities (e.g. examiners) may be contacted for obtaining details of the activities conducted.
- 4.8 The HR & Marketing Executive (Complaints & Appeals) will inform the complainant regarding the status of progress on their complaint at intermediate stages.
- 4.9 On completion of the action taken, the Complaint Record will be updated by the HR & Marketing Executive (Complaints & Appeals) along with any necessary CAPA Reports.
- 4.10 The complainant will be provided with an Action Taken Report which will formally indicate the closure of their complaint.
- 4.11 Any new complaint received from the customer regarding the same certification conducted after the closure of the complaint will be treated as a new complaint.
- 4.12 Proper records of the complaints handling are retained.

5. REFERENCES:

- ☞ Complaint Acknowledgement - IIHR-QF-10
- ☞ Complaint Record - IIHR-QF-11
- ☞ Complaint Action Taken Report - IIHR-QF-12

PREPARED & ISSUED BY	REVIEWED & APPROVED BY
	
CERTIFICATION MANAGER	DIRECTOR