

VATSIN WORLD SERVICES PRIVATE LIMITED PEIPL - Procedure			
Number	:	PEIPL-QP-16	
Title	:	Handling Clients Complaints	

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Issue no.	Rev. no.	Document date	Prepared by	Reviewed by	Approved by																		

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Amendment Sheet

[illegible]

VATSIN WORLD SERVICES PRIVATE LIMITED
PEIPL - Procedure



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1.0 Purpose

- The purpose of this procedure is to handle all received complaints from certified clients or open market regarding PEIPL or its certified clients.
- The procedure defines the requirements for:
 - ❖ Investigating to determine the root cause for the non conformance.
 - ❖ Initiating corrective action to eliminate the root cause
 - ❖ Monitoring the effectiveness of implementation of corrective action.

Maintaining the results of corrective actions taken.

2.0 Scope

- It is applicable to all the received complaints against PEIPL or its certified clients through written or any other verbal source.

3.0 Definitions & Abbreviations

- 3.1 Top Management : Governing body of the organization made of CEO/Director & EC
- 3.2 CEO : Chief Executive Officer
- 3.4 PEIPL : PRIME EDGE INTERNATIONAL PRIVATE LIMITED.
- 3.4 MR : Management Representative.
- 3.5 CA : Corrective Action
- 3.6 Non conformance : It is the deviation from the defined criteria. It is a result of not complying with the requirements.
- 3.7 Corrective Action : Action taken to eliminate the root cause of the non conformance.

4.0 Reference Documents:

Doc Name	Doc No	Rev No	Rev Dt.	Retention Period
Complaint register	PEIPL-QF-56	00	01.08.2024	Live
Non-Conformity Closure Report	PEIPL-QF-46	00	01.08.2024	5 Years
Complaint Resolution form	PEIPL-QF-57	00	01.08.2024	5 Years

5. Procedure

- Complaints received from following sources through email which is displayed on the website:
 - Client under certification process
 - Customer of Certified Client
 - Consumer Forums
 - Legal authorities
 - Any other sources
- CEO/Director accesses the email for received Complaints
- CEO/Director acknowledges the complainant about receipt of complaint through email.
- CEO/Director through appropriate sources validate the complaint
- If the complaint is found to be invalid, CEO/Director communicates back to the complainant with justification.
- If the complaint is found to be valid, CEO/Director & EC forms an ACTION TEAM.
- Members of this team will be different from those who carried out audits and made the certification decision
- If the complaint is not related to PEIPL, CEO/Director to demand CAR from Certified Client.
- If the complaint is related to PEIPL, Action Team to initiate interim Short-term Containment action.
- Action Team to investigate the concern raised in the complaint

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- EC to verify the investigation outcomes
- If the investigation is invalid a re-investigation is recommended
- If the investigation is valid, Action Team to propose suitable Corrective action
- EC in coordination with CEO/Director validates the action proposed and recommends them for implementation
- If action implementation takes long time intermediately status is updated to the complaint by CEO/Director
- Action Team establishes elements to track effectiveness of action proposed.
- The action taken is evaluated for effectiveness.
- If the action is not effective the proposed action is reviewed.
- If the action taken is effective, horizontally deploy those actions in other areas / processes & Close the Complaint.
- CEO/Director communicates through a formal notice, about the resolution taken against the complainant to the entity who has initiated this Complaint.
- The Maximum time for the Resolution of Complaint is 24 Hours i.e., means within 24 Hours of time PEIPL will Resolve the Issue.