

| | | |
|--------|---|-----------|
| | KENYA BUREAU OF STANDARDS CERTIFICATION BODY (KEBS CB) | CER/OP/02 |
| Title: | Procedure for handling Enquiries, Complaints and Appeals | |

1. PURPOSE

To outline the activities carried out by the KEBS Certification Body to ensure that customer enquiries, complaints and appeals are appropriately addressed.

2. SCOPE

This procedure applies to all enquiries, complaints and appeals received by the Kenya Bureau of Standards certification body (KEBS CB)

3. TERMINOLOGY

3.1 Enquiry

Request for information

3.2 Complaint

Any expressed dissatisfaction, written or verbal, with any service offered by the KEBS CB or by a certified client of the KEBS CB

3.3 Complainant

The originator of the complaint

3.4 Appeal

A request by client of the KEBS CB for further consideration(s) or change in the decision(s) of the CB on any issue concerning certification

3.5 Appellant

Client of the KEBS CB making an appeal to the CB

3.6 **KEBS** Kenya Bureau of Standards

3.7 **CB** Certification Body

3.7 **CM** The Chief Manager in charge of certification

4. REFERENCES

ISO/IEC 17021: 2006 Conformity assessment – requirements for bodies providing audit and certification of management systems

5. PRINCIPAL RESPONSIBILITIES

5.1 The respective certification officer, shall be responsible for ensuring that this procedure is effectively implemented in their area

5.2 The Cm shall be responsible for verifying corrective and preventive action

6. PROCEDURE

6.1 Enquiries

6.1.1 Enquiries shall be received by any officer of the CB and dealt with immediately.

6.1.2 Where the enquiry needs further information that is not immediately available or requires investigation it shall be documented on Form CER/FORM/04 and forwarded to the relevant officer for onward completion. All relevant sections of CER/FORM/04 shall be completed for the enquiry.

| | | |
|--------|---|-----------|
| | KENYA BUREAU OF STANDARDS CERTIFICATION BODY (KEBS CB) | CER/OP/02 |
| Title: | Procedure for handling Enquiries, Complaints and Appeals | |

6.2 Complaints on activities and services of the CB

- 6.2.1 Complaints received by phone shall be recorded into CER/FORM/04 by the officer receiving the complaint and forwarded to CM.
- 6.2.2 For written complaints, the appropriate section of CER/FORM/04 shall be completed and attached to the complaint and forwarded to the CM
- 6.2.3 The complaint shall be assigned a complaint number and filled into the complaints register at the CM's office
- 6.2.4 The CM shall ensure that all complaints are acknowledged, in writing, within 3 days
- 6.2.5 The CM shall appoint an investigating officer for all complaints received and indicate the officer's name on CER/FORM/04 and in the register
- 6.2.6 The investigating officer shall carry out the investigations and then detail the investigations carried out in the appropriate section of CER/FORM/04
- 6.2.7 The proposed corrective and preventive action shall then be indicated by the investigating officer.
- 6.2.8 The CM shall verify the corrective and preventive actions
- 6.2.9 The investigating officer shall then respond to the complainant in writing and ensure that the complaint is closed out
- 6.2.10 Turn around time for resolution of complaints shall not be more than 30 working days

6.3 Complaints concerning a certified client

- 6.3.1 Complaints on a certified client shall be dealt with as indicated in clause 6.2 above except that after acknowledgement of the complaint (see 6.2.4), the CM shall inform the certified client in writing concerning the received complaint
- 6.3.2 Any feedback received from the client on the complaint shall be taken into account during the investigation process
- 6.3.3 Once corrective and preventive action have been completed and verified (see 6.2.7 and 6.2.8), the CM shall also inform the certified client in writing of the resolution of the complaint.

6.4 Appeals

- 6.4.1 CB clients may appeal any decision of the KEBS CB. These decisions may include decisions not to award certification; decisions to suspend or to withdraw certification or decisions to reduce the scope of certification.
- 6.4.2 All appellant shall be advised to file a written appeal. This may be in the form of a letter or by completing the appropriate section of CER/FORM/04.
- 6.4.3 The written appeal shall be forwarded to the CM who shall validate it and if necessary appoint an investigating officer/team
- 6.4.4 Once the investigations, the investigating officer shall prepare a report and complete the proposed corrective and preventive actions on CER/FORM/04. The report and the form shall then be presented to the CM for verification.
- 6.4.5 The CM shall then communicate the decision of the CB to the appellant, in writing, and give formal notice of the end of the appeal handling process.
- 6.4.6 If the appellant does not agree with the outcome of the appeal process, the dispute resolution mechanism (detailed in the certification contract) shall come into effect.

6.5 Tracking of enquiries, complaints and appeals

- 6.5.1 All enquiries, Complaints and appeals shall be tracked and records kept in the appropriate sections of CER/FORM/04 and filed in appropriate files.
- 6.5.2 Complaints shall also be tracked in the complaints register.

6.6 Impartiality

Any individual or team involved in the resolution of complaints or appeals shall:

- (a) not be persons named in the subject of the said complaint or appeal
- (b) be independent of the audit and/or certification process that is the subject of the complaint of the appeal

| | | | | |
|-----------|----|-------------|-------------|-------------|
| Revision: | 00 | Page 1 of 2 | Issue date: | 17-NOV-2008 |
|-----------|----|-------------|-------------|-------------|