

COMPLAINTS AND FEEDBACK PROCEDURE



1. Receiving, review and response

- a. All complaints received by any means (verbal or written) shall be channel to Sustainability Division to gather all necessary information and determine whether the complaint is substantiated. The Sustainability Division shall acknowledge receipt of the complaint and provide the complainant with the outcome once the final investigation is completed.
- b. The concerned Conformity Assessment Division shall review the complaint (whether it is a valid complaint) and identify the cause and initiate the necessary action.
- c. Investigation and resolution of complaints shall not result in any discriminatory actions.
- d. The concerned Conformity Assessment Division shall safeguard the confidentiality of the complainant and subject of the complaint.
- e. Response to complaint received (verbal or written) within shall be within 3 working days. Response either verbal or written must be recorded in complaint summary log.

2. Complaint record

The complaint shall be recorded in CAS 19-02 (Complaints Record Form).

3. Investigation, action and reply

- a. The complaint shall be investigated, reviewed and approved by individuals not involved in the complaint in question, lead by Sustainability division.
- b. Department or person being identified shall take necessary action to rectify and settle the complaint.
- c. Complaint must be settled within 14 working days from the date received. Longer period of settlement of complaint is acceptable if approved by CEO.
- d. Reply to the complainant shall be in written form in email or fax/letter form.
- e. Keep and maintain the records.

4. Complaint log out

- a. The resolved issue shall be logged out in CAS 19-03 (Complaints Summary Log Sheet).
- b. CM shall use the summary to monitor the effectiveness of customer complaint handling.

5. Customer satisfaction survey

- a. CM shall ensure customer satisfaction feedback is carried at the end of every audit by the NIOSH Certification Lead Auditor using CAS 19-01 (Client Feedback Form).

6. Analysis and corrective action

- a. CEO shall analyze the customer complaint/feedback at least once annually.
- b. The concerned section shall initiate internal corrective action.

7. Management review

- a. The status and result of complaint and satisfaction shall be submitted to CEO for review in accordance to CAP 07 (Management Review Procedure) at least once annually by CM.