

	<b>QUALITY PROCEDURE- PROFESSIONAL EVALUATION &amp; CERTIFICATION BOARD</b>	DOC : SOP-PECB-13 Issue NO-01
	<b>PROCEUDRE FOR COMPLAINT HANDLING</b>	DATE :01/01/2017

### 1.0 Purpose

To define and implement a system for handling of complaint related to the Certification process.

### 2.0 Scope

This procedure covers for receiving of complaint, review of the Complaint & Action taken on complaints related to the Certification process.

### 3.0 Responsibility:

No.	Function	Responsibility
1.	Any complaint from any Candidate or any interested party can be logged at the web site of the PECB. Same can be received through E mail or telephonically. If Any Complaint is received through the web site, telephonically & through e mail, same will be forwarded to the Manager Operations.	Operation team
2.	Manager Operation will review the complaint for its adequacy	Manager Operation
3.	After review of the complaint, same will be forwarded to the Director of Certification scheme the FICCI	Manager Operation
4.	The Candidate or interested party will be informed with in 48 hrs Manager Operation as acknowledgement of receiving of complaint through mail or telephone	Coordinator
5.	The Operation team would held a Meeting for complaint & will identify the Root Cause of the complaint	Operation team

<b>PREPARED BY</b>	<b>APPROVED BY</b>



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6.	As per the discussion, actions are taken on the complaint	Operation team
7.	Information submitted to the Candidate related to the Action taken Through mail and telephonically	Operation Team
8.	Complaint is recorded in complaint register & simultaneously Action taken would be recorded in the Complaint	Operation Team
9.	Actions would be taken on any valid complaint with in 30 days maximum.	Operation Team
10.	Six Monthly Analysis of the complaints would be done in which type of the, reasons of the complaints would be monitored & Action plan would be prepared & implemented accordingly	Operation Team

**PREPARED BY**

**APPROVED BY**