	Energy Distributor Lab	No.	IQP/06
	For Measurement And Calibration	Revision No.	00
	Quality Procedure	Date	01-06-2020

1.0 Purpose

The purpose of this procedure is to describe process followed to receive, evaluate and make decisions on complaint and appeal received from the clients and others.

2.0 Scope

2.1 This procedure covers all complaint and appeal received at organization by any means, like written, verbal etc.

3.0 Responsibility

3.1 **Inspection Manager** is responsible for handling and closing of complaint and appeal.

3.2 **Quality Manager / Inspection personnel** are responsible for analysing the complaint and appeal.

4.0 Description of activity

4.1 Receipt of complaint and appeal

4.1.1 Complaint and appeal received from client / other parties by any means or by any one is first of all recorded in the Complaint and appeal report (F/CSD/02) with the details of;

- Sr. No.,
- Mode of receipt,
- Received by,
- Name of client / other parties,
- Description of complaint and appeal,
- Reference of inspection item / parameter against, which complaint is raised alongwith the reference of inspection report no.,

4.1.2 After receipt of the complaint and appeal, Inspection Manager first validate complaint and appeal and then reply to client for receipt of the complaint and appeal and inform the approx. time required to investigate this complaint and appeal. If the investigation of complaint and appeal takes more time then complainant / appellant is informed the progress report also.

4.1.3 Client / Other parties complaint and appeal report (F/CSD/02) are issued to the Inspection personnel or Quality Manager for analysing the root cause.

4.2 Evaluation of Complaint and appeal


4.2.1 Quality Manager / Inspection personnel reviews the complaint and appeal for ;

- Delay in submission of Inspection report,
- Wrong reporting / higher variation in reporting,
- Inspection parameters are not sufficient,
- Opinion given is not adequate / not proper
- Errors in reports
- Any other problem identified by the Client / Other Parties.

4.2.2 Client / Other Parties complaint is analysed for the root cause. After identification of root cause the necessary actions are taken to resolve the complaint.

4.2.3 Then the Client / Other Parties are replied accordingly. Also necessary actions are taken at Client / Other Parties end, if required to resolve the complaint. Considering seriousness of complaint and appeal, Inspection Manager or their nominee may visit the Client / Other

Prepared By	Approved By	Signature	Page
Inspection Manager	Quality Manager		2 of 3

	Energy Distributor Lab	No.	IQP/06
	For Measurement And Calibration	Revision No.	00
	Quality Procedure	Date	01-06-2020

Parties, wherever required. Based on his feedback the complaint is closed by Inspection Manager. If required, client is asked to submit the inspection item again to resolve the complaint and appeal.

4.2.4 Criteria for categorisation of complaint and appeal and time frame for handling the same;

Nature of complaint and appeal	Justification	Time frame to handle complaint and appeal
Serious	<ul style="list-style-type: none"> • Inspection results are not satisfactory 	Within 7 days after date of receipt
Major	<ul style="list-style-type: none"> • Inspection parameters are not sufficient 	
Minor	<ul style="list-style-type: none"> • Delay in submission of Inspection report • Error in reported results 	

4.3 Decision on complaint and appeal

4.3.1 Based on analysis of client / other parties' complaint, final settlement is done with client / other parties by Inspection Manager considering the seriousness of complaint. Quality Manager identifies need for taking corrective and preventive action to remove / avoid client / other parties' complaint in future and accordingly concerned person is informed.

4.3.2 All the complaint and appeal received by Organization will be closed within 15 days after receipt of the complaint. General Manager and Inspection Manager is authorised for closing of complaint. It is ensured that the outcome of the complaint is made by an independent person who might not be involved in the original organization activities in question.

4.3.3 The client is given the formal notice of the end of the complaint and outcome of the complaint and appeal. The decision on the complaint and appeal is made by General Manager and the decision is conveyed to client for the complaint and appeal.

4.4 Quality Manager monitors effectiveness of corrective and preventive action by reviewing results for suitable time on case to case basis.

4.5 If any major changes in any of the relevant documents are necessary by way of corrective and preventive action or complaint, then this is done as per procedure for document control and records are maintained.

5.0 References

5.1 IQP/07 Procedure for Document and data control.

6.0 Enclosures Nil

7.0 Formats / Exhibits

7.1 F/CSD/02 Complaint and appeal report

Prepared By	Approved By	Signature	Page
Inspection Manager	Quality Manager		3 of 3