



Global Accreditation UK

## Accreditation Services Customer Complaint

### GAUK –CCI

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Global Accreditation UK

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## Cl. No. Description

### 1.0 Introduction

GAUK accepts complaints against accredited organizations / Individual as an opportunity for improvement not only in the performance of its accreditation procedure but also an opportunity to learn and improve systems. If a customer of an accredited organization is not satisfied with the accredited service may lodge a complaint directly with GAUK. GAUK takes every complaint seriously. Here we will mention the role and procedure complaints handling by the management of GAUK and provides information to help an aggrieved party in determining whether to raise a complaint to GAUK Management. The procedure of lodging a complaint against any accredited organization is also explained. Towards the end, there is a brief review on what customers can do to secure satisfactory services from accredited organizations.

### 2.0 Rights and responsibilities of Conformity Assessment Body(CAB)

2.1 Acceptance of GAUK means complying all the rules and regulation made by GAUK and duly accepted by the Conformity Assessment Body (CAB). These rules are not made to create hindrance in the certification process but only to improve services of CAB which in turn help them get business and create a healthy environment.

GAUK sole motive is to create quality products and services. Hence any complaint against any CAB will be taken seriously.

2.2 When GAUK receive a complaint, dispute or appeal made to from any organization it will forward the same to the party which is involved and accredited by GAUK. The accredited organization shall notify GAUK in writing of this matter. The matter should be resolved within 30 days of the receipt of the complaint and forwarded by GAUK, whichever is earlier.

2.3 After resolution of complaint, dispute or appeal accredited body shall again write to GAUK about the procedure adopted by it to sort out the issue. Procedure should also mention corrective and preventive action so that in future any kind of complaint shall not arises.

2.4 If GAUK receives a complaint where grievance is against CAB who is not accredited for a particular scope of work, in that case GAUK will cancel the accreditation given to CAB for any scope of work.

- 2.5 Upon receiving a complaint, GAUK will carry out an investigation as soon as possible in accordance with the requirements of ISO/IEC 17011. As clause 5.9 b) of that document states that GAUK "shall, where appropriate, ensure that a complaint concerning an accredited CAB is first addressed by the CAB", however GAUK will have to inform the accredited organization of the complaint and ask the organization to address it.
- 2.6 GAUK normally not disclose the identity of the complainant without the approval of the complainant.
- 2.7 GAUK will duly monitor the progress of the accredited organization in handling the complaint. When the organization has finished with handling the complaint and if the complainant is not satisfied with the outcome, GAUK will seek the cooperation of the organization and start to investigate the complaint based on the requirements in the relevant GAUK accreditation regulations and technical criteria. In particular, the investigation will assess whether the organization has handled the complaint in accordance with the accreditation regulations and technical criteria and the management system of the organization. Details such as whether the investigation have been properly conducted, correction has been made, the root cause identified and corrective action has been taken to prevent recurrence will also be covered.
- 2.8 GAUK may ask the organization to provide information and evidence, including documents and records. GAUK may interview staff members of the organization and the complainant, ask the organization to demonstrate the performance of the accredited activities or relevant supporting activities and take other appropriate investigation action. Where necessary, on-site visits, sometimes with technical assessors, will be conducted. If any non-conformity is identified, the organization will be asked to take remedial actions within a given period of time and monitor their effectiveness. If critical non-conformity with accreditation regulations or technical criteria has been identified, GAUK Executive will consider suspending or terminating the relevant accreditation. However, after terminating the accreditation, GAUK Executive will no longer has any right to require the organization to comply with any neither accreditation regulations nor technical criteria.
- 2.9 GAUK may also ask the organization to pay compensation to complainant if found that there substantial loss on the part of complainant due to the organization is involved. If accredited body do not comply GAUK may terminate the accreditation given to the said organization.

2.10 It is recommended that a complaint should be lodged with the certified Organization first. It is usually easier to settle the case between them. Even if a complaint is lodged with the certification body first, the certification body is required by the international standard governing its operation to inform the certified organization of the complaint and ask the certified organization to handle it in accordance with its management system. The certification body will also monitor the progress of the certified organization in handling the complaint. It should also be pointed out that the certification body can only investigate complaints relating to activities included in the scope of certification of the certified organization.

2.11 An accredited organization shall have a policy and procedure in writing for handling and resolving complaints, disputes and appeals made to it by its customers or other parties. If complainant not satisfied with the outcome and there is evidence that such outcome was the result of non-conformity with GAUK accreditation regulations or technical criteria, you may lodge a complaint with GAUK.

### **3.0 Disclaimer**

3.1 In any of the services related to Certification Body / Individual accredited by the GAUK , we will not be liable to any organization / Individual / party in respect of any business losses, including without limitation loss of or damage to profits, income, revenue, use, production, anticipated savings, business, contracts, commercial opportunities or goodwill.

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