

Procedure for handling complaints other than those related to
NABCB accreditation

1. INTRODUCTION

1.1 NABCB Secretariat receives complaints about certification bodies, ISO 9001 / ISO 14001 certified clients and quality of products / services of certified clients. These complaints are received directly from the complainant or through other organizations.

1.2 Direct responsibility of NABCB is limited to handling of complaints relating to its accreditation. However, NABCB secretariat makes efforts to provide appropriate advice / inputs to the complainant on other complaints received. In case the complaint pertains to other accredited CBs / their clients then the details of the complaints are passed on to the concerned accreditation body.

1.3 The general process for handling complaints is described in this procedure.

2. PROCEDURE

2.1 Any complaint received is reviewed to establish if it related to NABCB accreditation (certificates issued with NABCB accreditation or CB practices relating to NABCB accreditation). If so, the complaint is registered and the NABCB procedure for handling complaints is followed.

2.2 If the complaint pertains to non-accredited certificate then the complainant is informed to take up the same with the certification body or other appropriate authorities for any redressal.

2.3 In case the complaint pertains to other accreditations but relates to NABCB accredited CBs then the concerned Accreditation body is informed and efforts are also made to seek information from the CB. Based on any inputs received from the CB the complainant is advised to follow up with the accreditation body. NABCB secretariat also pursues with the accreditation body.

2.4 If the complaint pertains to other accreditation body and the CB is not accredited by NABCB, then the complaint is forwarded to the concerned accreditation body and the complainant is advised about the same so that a follow up could be made.

2.5 In case the complaint is received through some other organization and not directly from the complainant, then the organization would be briefed of the outcome at the end of the process outlined above.

2.6 The information / records relating to such complaints would be in filed in the general complaints file / available in the form of emails.

3. In case of any complaint from any source this can be sent to NABCB email id nabcb@qcin.org