

	Intellcert Quality Management Work Procedure	Doc.-ID: IQM_000206 Revision: 00.00 Effective date: 06.01.2023 Author: Quality Manager Reviewer: CEO Tec Approver: CEO Tec
<i>“Process Requirement: P 1.7 Certification” “Management of Complaints”</i>		

Legal Scope:

Intellcert GmbH & all related locations / organizations of which the processes are under the control of IQM

Business Scope:

Certification

Process Scope:

Certification of systems, processes, products, services and persons

1. Objectives

This procedure covers the handling of complaints received from customers, interested parties, or any other stakeholders related to the certification process or services provided by the certification body. The aim is to fulfill the respective requirements of ISO/IEC 17021, ISO/IEC 17065, and ISO/IEC 17024.

2. Terms and Abbreviations

Terms/Abbreviations	Description
Complaint	A complaint is any expression of dissatisfaction or concern made by a customer or interested party regarding the certification process or services provided by the certification body.

3. Scope of Application

This work procedure applies in case any kind of complaint receives intellcert GmbH in conjunction of its certification services.

4. Complaints handling process

The process of management of complaints includes the following steps:

4.1 Receipt of complaint

Complaints can be submitted through various channels, such as by telephone, email, letter, or in person. Upon receiving a complaint, intellcert GmbH checks whether it relates to certification activities for which intellcert is responsible. Only such complaints will be further processed.

4.2 Complaint registration

All complaints will be recorded in a complaint register, which should include the name and contact details of the complainant, a brief description of the complaint, and the date of receipt.

4.3 Complaint acknowledgement

intellcert GmbH acknowledges receipt of the complaint to the complainant within 5 working days, providing a reference number for the complaint and an indication of when the complainant can expect a response..

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4.4 Complaint investigation

intellcert GmbH investigates the complaint thoroughly to determine the cause and nature of the complaint. This may involve gathering additional information from the complainant or other relevant parties. Persons commissioned with the investigation must not be part of the object of the complaint.

In cases of complaints against certified clients, the effectiveness of the certified management system is part of the investigation.

4.5 Complaint resolution

Intellcert GmbH will decide based on the result of investigation on appropriate action to address the complaint and communicate the outcome to the complainant. This may involve issuing a corrective action, providing additional information or explanation, or offering a refund or other compensation.

Persons involved in the evaluation and decision-making must not be part of the subject of the complaint.

intellcert GmbH forwards justified complaints about certified clients to them within a reasonable period. The complainant is kept informed about the status of the process at appropriate intervals.

4.6 Complaint closure

Record the outcome of the complaint in the complaints register and close the complaint file.

Intellcert GmbH will together with the certified customer and the complainant determine whether, and if so, to what extent, the object of the complaint and its solution should be made publicly accessible.

After the complaint procedure is completed, the complainant receives a formal written notification of the outcome whenever possible.

4.7 Review and analysis of complaints

Periodically analyze and report on complaints received, including the number and nature of complaints, the root causes of complaints, and actions taken to address complaints. This information can be used to identify areas for improvement in the certification process and services provided.

5. Responsibilities

The following responsibilities are assigned for the management of complaints:

- Top management is responsible for ensuring that an effective complaint management system is established, implemented, and maintained.
- The complaints handling process shall be documented, implemented, and communicated to all relevant personnel.
- The complaints management process shall be reviewed periodically to ensure its continuing suitability, adequacy, and effectiveness.

6. Records

The certification body maintains records and documentation of the “Management of Complaints” process in accordance with the requirements of ISO 9001, 17021, 17024, and 17065 and the quality management system of intellcert GmbH.

The certification body ensures that records and documentation are accurate, complete, and maintained in a manner that ensures their confidentiality, integrity, and availability.

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7. Work Procedure control

This document shall be controlled in accordance with the certification body's document control procedure. Intellcert GmbH will continually improve the “Management of Complaints” process using feedback from certified organizations, audit / assessment team members, and other interested parties. The certification body will also monitor changes in the regulatory environment and adjust the “Management of Complaints” process as necessary to ensure compliance.

8. Attachments

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9. Related Documents

- IQM_000011 Quality Manual – General Part
- IQM_111120 ZeMaL
- IQM_111137 Beschwerderegister

10. External Reference Documents

- ISO/IEC 17021
- ISO/IEC 17065
- ISO/IEC 17024
- ISO 10002