

Policy for Complaints Handling

Doc. ID	Version	Effective Date	Lifecycle Status	Confidentiality Level	Distribution List
cae10-9.8	1	1 October 2023	Archived	Internal	All Personal

Reviewed By-Name	Reviewer Title	Review Date

Document Approver-Name	Approver Title	Approve Date
Yehia Ahmed	Managing Director	1 October 2023

Revision No.	Date	Modified By	Description of Change
1	10/01/2023	Managing Director	Initial release

1.0 Objective

The objective of this policy is to outline Complade Canada Inc.'s commitment to delivering top-notch certification services and ensuring customer satisfaction through a systematic approach to receiving, evaluating, and resolving complaints.

2.0 Scope

This policy applies to all staff members involved in the receipt, evaluation, resolution, and monitoring of complaints within the certification services provided by Complade Canada Inc.

3.0 Principles

Complade Canada Inc. is dedicated to treating all complaints with fairness, transparency, and expedience, maintaining the utmost professionalism, and ensuring privacy and confidentiality throughout the process.

4.0 Procedures for Handling Complaints

4.1 Receiving Complaints

- 4.1.1 Complaints may be received through email, phone, or in person.
- 4.1.2 Staff receiving the complaint must document it on the Complaint Form.
- 4.1.3 Acknowledge receipt of the complaint to the complainant within 2 working days.

4.2 Evaluating Complaints

- 4.2.1 The Quality Manager will review the complaint.
- 4.2.2 An investigation may include contacting the complainant for additional information and reviewing pertinent documents or records.

4.3 Making Decisions on Complaints

- 4.3.1 The Quality Manager will reach a decision based on the investigation's findings.
- 4.3.2 Decisions will be fair, objective, and evidence-based.

4.4 Communicating the Decision

- 4.4.1 Communicate the decision to the complainant within 15 working days from the receipt of the complaint.
- 4.4.2 If the complainant disagrees with the decision, a request for review by senior management can be made.

4.5 Recording and Monitoring Complaints

- 4.5.1 Record all complaints and outcomes in the Complaint Register.
 - 4.5.2 The Quality Manager will analyze this register to identify trends and areas for improvement.
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