	GHANA STANDARDS AUTHORITY PRODUCT CERTIFICATION SCHEME	PRODUCT CERTIFICATION PROCEDURE
DOC: GSA-PCM-OP7.13-01	ISSUE: 02.1	1 NOVEMBER 2016

PROCEDURE FOR HANDLING COMPLAINTS

1. PURPOSE

To ensure that all complaints received on the services of GSA PCM are addressed in timely manner.

2. SCOPE

This covers complaints received on all services of GSA PCM.

3. RESPONSIBILITY

3.1 Complaints Committee is responsible for handling complaints and satisfactorily resolving them.

3.2 Head, HCD- is responsible for providing secretariat for the complaints committee and be a member secretary to the committee.

4. PROCEDURE

4.1 Complaints committee

4.1.1 GSA PCM has constituted a complaints committee with the following composition to oversee complaint handling process:

1. Director Certification (Chairperson)
2. Head Product certification (Secretary).
3. Management Representative
4. In charge engineering
5. In charge Non-engineering
6. Document Control Officer


4.2 Process of complaints handling

4.2.1 GSA PCM has a documented process to receive, evaluate and make decisions on complaints. GSA PCM shall record and track complaints and actions undertaken to resolve them.

4.2.2 Upon receipt of a complaint GSA PCM shall confirm whether the complaint relates to certification activities for which it is responsible, and if so, shall deal with it.

4.2.3 GSA PCM shall acknowledge receipt of a formal complaint.

4.2.4 GSA PCM is responsible for gathering and verifying all necessary information (to the extent possible) to progress the complaint to a decision.

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4.2.5 The decision resolving the complaint shall be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint.

4.2.6 To ensure that there is no conflict of interest, personnel who have provided consultancy for, or been employed by a client, including those acting in a managerial capacity, shall not be used by GSA PCM to review or approve the resolution of a complaint for that client within two years following the end of the consultancy or employment.

4.2.7 Whenever possible, GSA PCM gives formal notice of the outcome and end of the complaint process to the complainant.

4.2.8 GSA PCM takes any needed subsequent action to resolve the complaint.

5. REFERENCES

- GSA-PCM-OP7.13-02 Procedure for Handling Appeals
- GSA-PCM-OP7.13-01-FM-01 Format of Letter Acknowledging Complaint
- GSA-PCM-OP7.13-01-FM-02 Format for Complaint Registers
- GSA-PCM-OP7.13-01-FM-03 Complaint Processing Form
- GSA-PCM-OP7.13-01-FM-04 Format of Letter Informing the Decision on Complaint
- GSA-PCM-OP7.13-01-FM-05 Format of Letter Informing Closure of Complaint
- GSA-PCM-OP7.13-01-FM-06 Form for Closure of Complaint
- GSA-PCM-OP7.13-01-FM-07 Format of Meeting Notice for Complaints Committee Meeting
- GSA-PCM-OP7.13-01-FM-08 Format for Minutes of Complaints Committee Meeting