	GHANA STANDARDS BOARD MANAGEMENT SYSTEMS CERTIFICATION SCHEME	MANAGEMENT SYSTEM PROCEDURES
DOC: MSCS-P9.8-01	ISSUE: 05	30 DECEMBER 2015

PROCEDURE FOR COMPLAINTS HANDLING

1. PURPOSE

To provide guidelines for receiving and dealing with complaints relating to operations of GSA Management Systems Certification Scheme.

2. SCOPE

This covers handling of complaints pertaining to operations of GSA Management Systems Certification Scheme.

3. DEFINITIONS

3.1 Complaints: dissatisfaction expressed (other than appeal) by a person or by an Organization on the output of any service rendered by MSCS or the complaints-handling process itself.

3.2. Complainant: person, organization or its representative, making a complaint (person/ organization that signs the complaint)

3.3 Feedback: opinions, comments and expressions of interest in the products or the complaints-handling process


4. RESPONSIBILITIES

4.1 HSC – Head, Management Systems Department and Management Representative (MR) is responsible for day-to-day operations of MSCS and management systems implementation within MSCS.

4.2 DCE - Responsible for processing the complaint if conflict of interest exists with HSC.

4.3 Complaints Committee - The Complaints Committee is responsible for resolving complaints against MSCS.


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5. PROCEDURE

Clause No	Task	Responsibility	Related Documents
5.1	Receipt and registration of complaints		
5.1.1	Receive the complaint from the complainant and take details	MSCS Officer	MSCS-F9.8-02
5.1.2	Forward the complaint to HSC along with all details.	Receiving Officer	
5.1.3	Acknowledge receipt of complaint and enter the complaint in Complaints Register	DCO	MSCS-F9.8-01
5.1.4	Check whether the complaint relates to certification activities; if so deal with it. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system	HSC	
5.1.5	Forward to complaints committee	HSC	
5.2	Assessment & Investigation of complaints	CC	
5.2.1	Study the complaint, identify remedy sought by the complainant and gather necessary information for the effective handling of the complaint	CC	
5.2.2	Submit report to HSC	DCO	
5.3	Follow up action		
5.3.1	Incorporate findings as input for management review meeting	HSC	Procedure for MRM
5.3.2	Maintain records on CC findings; and update register	HSC/DCO	
5.4	Communicating the decision and closure		
5.5.1	Communicate decision or action taken regarding the complaint, to Complainant or personnel involved	HSC	MSCS-F9.8-05
5.5.2	Closing the complaint Recommend closure of complaint	HSC	MSCS-F9.8-06

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6. REFERENCES

- Doc: MSCS-G9.7-03 Guidelines for Complaints Committee
- Doc: MSCS-F9.8-01 Complaints register
- Doc: MSCS-F9.8-02 Complaint form
- Doc: MSCS-F9.8-03 Processing of complaints
- Doc: MSCS-F9.8-04 Format of letter informing the decision on complaint
- Doc: MSCS-F9.8-05 Form for closure of complaint
- Doc: MSCS-F9.8-06 Format of letter informing closure of complaint.
- Doc: MSCS-F9.3-06 Obtaining suspension and revocation of suspension of certificate
- Doc: MSCS-F9.3-08 Recommending withdrawal (cancellation) of certificate
- Doc: ISO 10002 Customer satisfaction- Guidelines for complaint handling

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