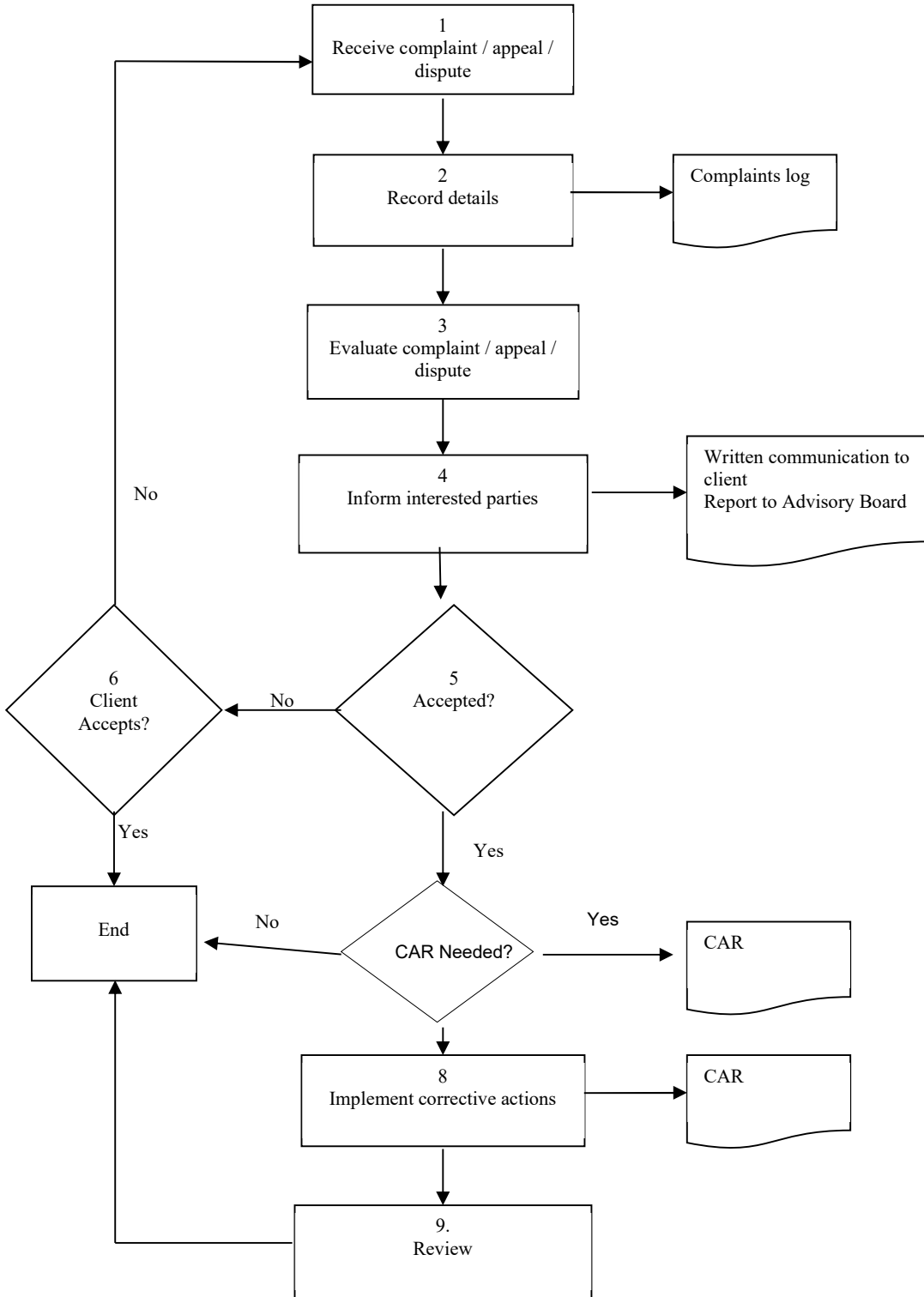


1. **Objective** – To control handling complaints and appeals
2. **Scope** – Management Certification of North America and its clients
3. **Process Flow Chart**



4. Procedure

Action	By Whom	When	How
1. Receive complaint / appeal / dispute	Client Services Manager / Operations Manager	a) Any interested stakeholder expresses dissatisfaction with MCNA services b) The interested stakeholder appeals against a decision by MCNA . c) After receipt of complaint	If received verbally the client should be requested to submit the complaint, dispute or appeal in writing. The complaint, dispute or appeal should be addressed to the Operations Manager (or equivalent) unless against the Operations Manager, in which case the appeal should be addressed to a Designee not the subject of the complaint.
2. Record details	Operations Manager	After receiving the written communication	Enter into the complaints log.
3. Evaluate complaint / appeal / dispute	Operations Manager/President	With all speed after receipt of all relevant information	Assess all the relevant information Decide on the validity of the complaint / appeal and any necessary corrective and preventive actions
4. Inform interested stakeholder	Operations Manager /President	After decision on complaint / appeal / dispute	By Form 9-1 or 9-2, letter, e-mail or other written communication to client. Advisory Board informed of all complaints at Advisory Board Meetings
5. Accepted?	Operations Manager / Advisory Board	After the results of the evaluation	
6. Stakeholder accepts?	Stakeholder	After consideration of decision by Operations Manager/President	The stakeholder may appeal against the decision of the Operations Manager / President however the decision of the Advisory Board is final with the exception of complaints generated within the AS Program. Such complaints may ultimately be referred to ANAB.
7. Raise CAR	Operations Manager / President	When validity of the complaint / dispute / appeal has been accepted and specific requirements have been violated or improvement can be achieved.	Raise a Corrective Action Request in line with QP-15
8. Implement corrective and preventive actions	Operations Manager / President	In line with the times agreed in the CAR	According to the action plan in the CAR
9. Review	Operations Manager / President	After implementing corrective / preventive actions	Check that the actions have addressed the issues raised in the complaint and that they are effective in preventing recurrence of the problems raised.

5. Documentation

Reference	Title
QP-15	Corrective Action
Form 09-1	Processing and Recording Complaints
Form 09-2	Processing and Recording Appeals

Amendment History

Description of Change	Rev No	Pages	Date
Revised Step 6 to address requirements of AS Program re ANAB may resolve.	3	2	30 August 2012
Revised Step 7 to specify when a CAR should be raised	4	2	14 February 2014
Revised from for QP-15 to remove Preventive Action	5	2	15 November 2015