



Q-Cert International (Pvt.) Ltd.

PROCESS FLOW DIAGRAM

Complaint Handling Process Flow

ISO/IEC 17021-1 Reference	Clause 9.7 SOP-014
Effective Date	03-Jan-2025
Document Owner	Management Representative

START / END	PROCESS STEP	◆ DECISION	DOCUMENT	RESPONSIBLE ACTOR	FORM / SOP REF
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Complaint Handling — Receipt to Closure

This flow applies to all complaints received by Q-Cert — about Q-Cert's own conduct or about a certified client's QMS/mark usage.

Step	Responsible	Activity	Reference / Form
S	Any Person	Complaint submitted via any channel (email, letter, telephone, PNAC referral, FM-027)	FM-027 SOP-014
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1	MR	MR receives complaint; documents in FM-027 if not already on form; assigns COMP-YYYY-XXX reference; registers in REG-COMP-001	FM-027 REG-COMP-001
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D1	MR	◆ Is this an appeal against a certification decision?	SOP-015
NO (complaint) ↓ YES → Redirect to SOP-015 (Appeals)			
2	MR	📄 MR sends written acknowledgement within 5 working days: COMP reference; timeline (30 days); confidentiality assurance; PNAC escalation right noted	SOP-014 Sec 6.3
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3	MR	MR conducts initial assessment — complaint type; priority; impartiality allegation? PNAC source?	SOP-014 Table 6.2
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D2	MR	◆ Impartiality allegation or PNAC referral?	
NO ↓ YES → Escalate to Top Management within 24 hours; IC referral			
4	MR	MR assigns independent investigator per SOP-014 Table 6.3 — must be	SOP-014 Table 6.3

Step	Responsible	Activity	Reference / Form
		independent of subject matter	
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5	Investigator	Investigation conducted: collect evidence; review records; interview parties; for client QMS complaints — consider special surveillance audit (SOP-011)	SOP-014 Table 6.4
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6	Investigator	Investigator reaches conclusion: Upheld / Not Upheld / Partially Upheld; prepares investigation report	SOP-014 Sec 6.6
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D3	Investigator	◆ Complaint Upheld (fully or partially)?	
YES ↓ NO → Communicate outcome; offer PNAC escalation → CLOSE			
7	MR	MR raises Corrective Action in REG-CA-001 per SOP-002 within 5 working days	FM-037 REG-CA-001 SOP-002
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8	MR	For complaint about certified client: assess whether certification status review needed; escalate to SOP-013 (Suspension) if warranted	SOP-013
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9	MR	📄 MR communicates outcome to complainant within 30 calendar days: factual explanation; actions taken; PNAC escalation right stated	SOP-014 Table 6.5
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10	MR	REG-COMP-001 updated: status = Closed; CA	REG-COMP-001

Step	Responsible	Activity	Reference / Form
		reference noted; PNAC notified if required	
E		COMPLAINT CLOSED — Input to next Management Review trend analysis	<i>SOP-004 FM-033</i>

Maximum resolution timeline: 30 calendar days from receipt. If extension needed, notify complainant before Day 25 with reason and revised date (max 45 days).

Anonymous complaints are accepted and investigated where sufficient information is provided. Complainant identity is protected to the maximum extent possible throughout.