



**PROCEDURE FOR HANDLING  
COMPLAINTS**

Proc No: P-08/01  
Issue Date : 07/11/08  
Rev No: 05

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**AMENDEMENT/CHANGE RECORD**

Rev.	Date	Description of change	Prepared by	Checked by	Approved by
03	06/10/05	Whole document changed			
04	15/5/06	Change on page 2 of 2			
05	07/11/08	Change on page 2 of 2			



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### 1. Purpose

The purpose of this procedure is to maintain a documented system for handling all types of complaints received by PNAC.

### 2. Scope

The scope covers all complaints received from all **interested parties and stakeholders including the CABs.**

### 3. References

PNAC Quality Manual, Section 12.0

### 4. Procedure Owner:

The Quality Management Representative (QMR) is the Procedure owner.

### 5. Procedure

- 5.1 A complaint can be made against any action, service or employee/personnel engaged by PNAC or its accredited CAB. The complaint can be received by any official of PNAC and referred to QMR. The QMR logs the complaint in the relevant file, fills out the F-08/01 form and suggest a designated person on the form, with the approval of DG, to handle the complaint. Complaint with incorrect/incomplete address or anonymous will not be entertained.
- 5.2 The designated officer will ask the complainant to submit the objective evidence within 30 days to support his allegations, failing which PNAC will not entertain the complain.
- 5.3 The designated officer collects all the relevant information, thoroughly investigate the complaint, and suggest corrective action if any, on F-08/01, for approval of DG.
- 5.4 The designated officer will inform the complainant and all other relevant quarters regarding the outcome of the complaint.
- 5.5 QMR will summarise all client complaints and subsequent resolution for Management Review Meeting.

### 6. Associated Documentation

- a. Complaint Form

F-08/01