

KEY DIFFUSION COMPLAINTS HANDLING PROCEDURE

1. Policy

Complaints lodged by a client (contracting party) or by a party concerned are handled in due time, with the purpose of preventing material and moral damages from being incurred both to the client (contracting party) or the party concerned and to the control body.

Complaints are lodged by clients (contracting parties) or by parties concerned regarding the activity of the control body in its capacity as an accredited Xa Inspection Body according to БДС (Bulgarian State Standard) EN ISO/IEC 17020.

The full description of the process of complaints handling within the Inspection Body is given in this procedure and is constantly available to the client (contracting party) or to the party concerned. For this purpose, the Inspection Body has made the procedure a public one by uploading it on the website. Upon request expressed by a client (contracting party) or by a party concerned, the Inspection Body sends the procedure in writing by electronic or regular mail.

2. Scope

This procedure is applied to:

Settling of complaints received by clients (contracting parties) or by parties concerned with reference to the activities performed by KEY DIFFUSION.

3. Responsibility

The Head of KEY DIFFUSION, the Deputy, and the Quality Manager are responsible for the content of this procedure and for ensuring that it will be observed.

4. Methods of Operation

4.1. Complaints regarding the activity of the Inspection Body are lodged/received in a written form; they are handled and decided upon within one month.

A written opinion is issued by KEY DIFFUSION on every complaint, whether well-founded or not, after having carried out registration, examination, and investigation activities as to the grounds and the authentication of the complaint. The opinion is signed by the Head or by the Deputy and, where necessary, by an independent technical specialist competent in the relevant area.

4.2. Upon receipt of a complaint, the Head of the Inspection Body or the Deputy enter it into a Registry of Complaints and Objections QF 7.5-1. KEY DIFFUSION is maintaining a Registry of Complaints and Objections QF 7.5-1, comprising: No., date, sender of complaint/objection, subject of complaint/objection, received by, No./date of finding, in order to ensure traceability of the actions on investigating complaints or objections.

4.3. The Head of KEY DIFFUSION or the Deputy, having registered the complaint received, examines it. The first objective is to verify whether it concerns activities which the Inspection Body is responsible for and if so, to take steps and inquire into the grounds for making a complaint and the persons who have filed it.

4.4. KEY DIFFUSION is responsible for all decisions taken by the complaint handler.

4.5. KEY DIFFUSION provides in writing progress reports and findings from the complaint processing to the client (contracting party) or to the party concerned.

4.6. To ensure traceability of the steps made to decide upon the complaint examined, as well as to demonstrate that all required actions have been taken, the grounds, the essence, the modes of complaint settling, as well as the persons responsible, are entered into the Registry of Complaints and Objections QF 7.5-1 in a timely fashion.

4.7. The complaints received which do not concern the activities the Inspection Body is responsible for, are being rejected in a written statement, signed by Head or the Deputy.

5. Documenting the Activities and the Observation of the Procedure

5.1. KEY DIFFUSION documents the objections received by entering them into the Registry of Complaints and Objections QF 7.5-1.

5.2. The findings are kept in a file as an appendix to the Registry of Complaints and Objections for the period of 4 years, after which they destroyed and the procedure is documented in a report.

Reference Sources:

БДС (Bulgarian State Standard) EN ISO/IEC 17020

Supporting Documents:

QF 7.5-1 Registry of Complaints and Objections

KEY
DIFFUSION
TEST

Developed by – Quality Manager of KEY
DIFFUSION
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Date: 11.02.2015г.



Approved by – Head, Technical Manager of KEY
DIFFUSION
Assoc. Prof. Dr. Katerin Katerinov
Date: 10.05.2018

