1.0 Purpose

To define and implement a system for handling of complaint related to the Certification process.

2.0 Scope

This procedure covers for receiving of complaint, review of the Complaint & Action taken on complaints related to the Certification process.

3.0 Responsibility:

No.	Function	Responsibility
1.	Any complaint from any Candidate or any interested party can be logged at the web site of the PSEB. Same can be received through E mail or telephonically. If Any Complaint is received through the web site, telephonically & through e mail, same will be forwarded to the Manager Operations.	Operations team
2.	Manager Operations will review the complaint for its adequacy	Manager Operations
3.	After review of the complaint, same will be forwarded to the Director of Certification scheme the FICCI	Manager Operations
4.	The Candidate or interested party will be informed within 48 hrs by Manager Operations as acknowledgement of receiving of complaint through mail or telephone	Coordinator
5.	The Operations team would conduct a meeting for complaint & will identify the Root Cause of the complaint	Operations team

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6.	As per the discussion, actions are taken on the complaint	Operations team
7.	Information submitted to the Candidate related to the Action taken Through mail and telephonically	Operations Team
8.	Complaint is recorded in complaint register & simultaneously Action taken would be recorded in the Complaint	Operations Team
9.	Actions would be taken on any valid complaint within a period of maximum 30 days.	Operations Team
10.	Six Monthly Analysis of the complaints would be done and type of the reasons of the complaints would be monitored & Action plan would be prepared & implemented accordingly	Operations Team

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