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26. POLICY FOR HANDLING COMPLAINTS

Complaints are considered as a chance for improvement. Complaints against staff, operators or the general performance of MSOCB shall be dealt with internally. Complaints must be dealt with if they are received in writing indicating the complainant (anonymous complaints will not be dealt with).

26.1. Procedure for complaint handling

Complaints will be handled in non-discriminatory and impartial manner without reference to race, nationality, religious affiliation, gender, age or marital status, background. Complaints are handled based on an objective assessment of relevant factors by following documented procedures and without undue influence from vested interests and conflict of interest will be excluded while handling the complaint. The decision will be taken based on factual evidence as per the procedure and standards without influences.

26.2. Receipt of complaints

Complaints with sufficient information are considered as a chance for improvement and rectifying the loopholes in the system. Complaints against staff, operators or the general performance of MSOCB shall be dealt with internally. Complaints must be dealt with if they are received in writing indicating the complainant. Verbal complaints must be communicated by the complainant to the staff member of MSOCB

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26.3. Resolution and Investigation process of complaints

The Quality Manager will handle the complaint himself or delegate it to a staff member unless he is not affected personally. All complaints and its related documentation shall be collected in the complaint file.

All complaints will be dealt with the necessary corrective/preventive action within 30 working days. In case of appeals, CEO will handle the appeals. Resolution of the complaints will communicate in writing to complainant.

In the event of a dispute between any third party and MSOCB, the matter shall have to be informed to the quality manager in writing mentioning the reason of dispute. The quality manager will assess the case and the matter will be brought to the notice of the CEO. The CEO will review the case and if needed can also invite the party concerned to get a first-hand knowledge on the dispute. In cases where the quality manger is involved, the dispute will be assessed by the evaluator and forwarded to the CEO. The CEO will be the final decision maker in case of all disputes. The outcome of all decisions will be informed to the concerned party without delay in writing. Any legal proceedings initiated or arising out of the dispute will be attended before the court of competent Jurisdiction at Meghalaya.

26.4. Complaints regarding certified operations

MSOCB when receives verbal complaints regarding certified operations; the Quality Manager will decide on persons to deal with verbal complaint depending on whether there is sufficient information available. The Quality Manager will handle the complaint himself or delegate it to a staff member unless he is not affected personally. In case of appeals, CEO will handle the appeals through appeals committee and outcome of all decisions will be informed to the concerned party without delay in writing. All complaints will be dealt within 30 working days.

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26.5 Complaints regarding MSOCB

Complaints against the organization, MSOCB, or against the Quality manager of MSOCB must be forwarded to the CEO. The sender of the complaint must be informed in writing about the course of action taken and the complaint and its documentation need to be filed in the complaint file

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