

Complaints, Appeals and Disputes Procedures

NABET: PR: 01



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1.0 Complaints

1.1 Complaint can be made by any person or body against the following

- i) the Board, its operation and/or procedures
- ii) the assessors, experts, committee members or staff of the Board
- iii) assessment process followed by the assessors and/or by the Board
- iv) misuse of the accreditation status either in scope or in use of the logo
- v) Accredited organizations for misuse of the accreditation status either in scope or in use of the logo, including making of fraudulent reports.

1.2 The complaint must be made in writing to the Director with complete details of the complainant (name, address, organization etc.) and description of the problem.

The Director will acknowledge the receipt of complaint within 14 days from the date of receipt of complaint.

1.3 If the complaint has no details of the complainant or the description is not adequate, the Board shall reserve the right of dealing with the complaint as deemed fit.

1.4 The Director shall evaluate the complaint in terms of nature, scale and magnitude and also its impact on NABET's image, stake in upholding the principles of credibility, impartiality and transparency.

1.5 The evaluation shall be followed by investigation, the depth of which shall be determined by process covered under 1.4. If there is no substance in the complaint, the Director shall exercise his right to dispose it of at this stage. The complainant shall be kept informed of the decision.

1.6 The NABET Board and accreditation committee will also be informed of all complaints

1.7 In case evaluation establishes need for detailed investigation, the Director shall himself or appoint a representative to carry out such investigation. The investigation shall include data collection, discussion, visit as required. The aim will be to find out the objective evidence to support or dispose the complaint. A report of the investigation shall be prepared by the Director and the Board shall be informed. The report shall contain the recommendation regarding the complaint including the need for corrective actions.

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- 1.8 The decision by the Director/ Board shall be communicated to the complainant.
- 1.9 The Director shall follow each complaint to conclusion and initiate possible preventive actions if any. No complaint shall remain open and unattended. Effectiveness of actions taken on complaints shall be assessed and reported in the Management review meetings.
- 1.10 A complaint against the Director of the Board should be sent addressed to the Chairman of the Board in a sealed envelope and marked "Confidential".
- 1.11 The Chairman, NABET will use his discretion and follow the methodology mentioned in paras 1.4 to 1.7. Decision of the Chairman, NABET shall be final in this respect.
- 1.12 In case the complaint is against the Chairman of the Board then it should be sent addressed to the Chairman, QCI in a sealed envelope and marked "Confidential".
- 1.13 The Chairman, QCI will follow the complaint procedure of Quality Council of India. The decision of the Chairman, QCI shall be final in this respect.

2.0 Appeals

- 2.1. Any person or body can file an appeal against the decision of the Director/Board to the Chairman of the Board through the Director.
- 2.2. The appeal must be filed in writing within thirty days of receipt of the decision by the complainant. The appeal has to be substantiated by reasons and/ or documents as necessary.
- 2.3. The Director shall verify the appeal along with the documents submitted. The Director shall inform about the appeal to the chairman of the Board along with recommendations regarding cognizance of the appeal. If the appeal is to be dismissed the Director shall inform the complainant accordingly. Otherwise Chairman shall form the Appeal committee to handle the case. Director shall provide all support to the appeals committee in the investigation of the case. Director shall also inform about the complainant about the case being taken by the appeal committee.
- 2.4. If required the Appeals Committee may ask the appellant to present the facts in person. The Appeals shall also consider any request by the appellant regarding presentation of fact in person. The Appeals committee decision shall be final in this context.
- 2.5. The Appeals Committee may also ask any of the staff, or empanelled assessors to help in discharging the appeal based on facts.

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2.6. After necessary investigation the Appeals committee shall prepare a report including the recommendations pertaining to the Appeal. Chairman of the Board shall be informed about the recommendations.

2.7. The Director shall implement the recommended actions.

2.8. The decision of the Appeals committee shall be final.

3.0 Disputes

3.1 The disputes about the accreditation system, assessment process etc. should be forwarded to the Director of the Board in writing along with the information on the issue supported by the documentary evidence. The action taken by the two parties involved in the dispute shall also be enclosed along with the dispute.

3.2 The Director will acknowledge the dispute and indicate the approximate time required to resolve the same.

3.3 The details of the dispute are forwarded either to Accreditation Committee Chairman or the Technical Committee Chairman as appropriate for their comments and decision. The respective committee chairman may consult any of the committee members, experts or assessors while taking decisions.

3.4 The decision on the dispute shall be forwarded to the person or body by the Director.

4.0 Financing the Complaint, Appeal and Dispute Process

If the resolution of a complaint, appeal or dispute is done without undertaking any travel or additional assessment, no financing will be needed for such resolutions.

If the resolution calls for undertaking travel and assessment, the cost will be borne by the defaulting party.

4.1 Complaints, Disputes or Appeal by a person/organization against another person/organization/NABET

In case of such complaints, the body that is registering the complaint, dispute or appeal, will be asked to give an undertaking that they will provide for the travel and assessment related cost of resolution if their complaint/dispute/appeal is dismissed.

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5.0 Records

Director, NABET shall maintain records of all complaints, disputes and appeals received, actions taken, corrective actions needed, if any, and the effectiveness of the actions. These records shall be maintained for a period of 3 years.

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