

Complaint Handling Process

GT001, rev. 2

Document # GP209

Release Date: 01/08/2007

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Document Owner: GAM

Approvals: GMT

Purpose

To describe the complaint handling process, including receiving, validating, investigating, and deciding what actions are to be taken in response to the complaint. This document is publicly available on Intertek's website, www.intertek-sc.com.

Scope

This process applies to complaints relating to Intertek's certification services, and complaints against certified clients made to Intertek.

Responsibility

Complaints will be handled by the Program Manager and/or Business Unit Manager of the local office.

Definition

Complaints: Expressions of dissatisfaction made to Intertek with regards to its certification services or its certified clients (as it relates to the implementation of the clients' management systems), where a response or resolution is explicitly or implicitly expected.

1.0 Process

- 1.1 Any party wishing to submit a complaint shall contact the local office via telephone, email, or other formal document. The complaint must be documented by the local Intertek office (GF210 Corrective Action form or equivalent).
- 1.2 The complaint handling process is subject to the requirements for confidentiality.
- 1.3 Upon receipt of a complaint, Intertek will log and acknowledge the complaint within 2 working days of receipt (typically via email). If the complaint is deemed valid, it will be assigned to designated personnel for investigation and resolution. If the complaint is deemed invalid, the complainant will be notified in writing including the reason for rejection.
- 1.4 Intertek will take any necessary corrective actions related to the complaint, whether against Intertek certification activities or against the certified client.
- 1.5 When the complaint is against a certified client, the subject of the complaint is not to be made public unless Intertek, the complainant, and the client decide together as to what extent the subject of the complaint and the resolution shall be made public.

2.0 Complaint Review

- 2.1 Complaints are resolved through an investigation and validation process with decisions made by Intertek authorized personnel on what actions are to be taken in response to the complaint. Intertek has the responsibility of gathering and verifying all necessary information to validate the complaint.
- 2.2 Complaints received from Accreditation Bodies, Sector Authority Organizations, or clients' customers typically require an on-site investigation review visit within 30 days from receipt of the complaint. When an on-site investigation review visit is necessary, the lead auditor will be provided appropriate background information

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from operations to base the review. A report of the on-site investigation review visit will be documented.

- 2.3 Investigation of complaints related to certified clients shall include an examination of the certified client's management system effectiveness. It may be necessary for Intertek to conduct a short-notice special audit to investigate complaints. This audit shall be conducted in accordance with GP103 Audit Execution Process. This investigation may also lead to the suspension of the certification, as per **GP107** Suspension Process.
- 2.4 Intertek will notify the client of the receipt of a complaint against their certified system at an appropriate time.
- 2.5 Annually, each Intertek office will provide an analysis of corrective actions to the Regional Accreditation Manager for trend analysis. This report will be provided to the Global Accreditation Manager for review at Global Management Reviews.

3.0 Corrective Action Process

- 3.1 The Intertek process (GP210 Corrective and Preventive Action Process) shall be followed when investigations into complaints indicate corrective action is necessary to eliminate the cause of the complaint.

4.0 Records

- 4.1 Intertek will maintain records of complaints (including receipt, investigation, and any actions taken in response to complaints), per GP210 Corrective and Preventive Action Process.
- 4.2 Records of complaints and related actions will be presented at Regional and Global Management Reviews.

Revision Log

Revision No.	Description of change:	Release date:
1	Correction to the reference in para 2.3	01/08/2007