




CONFORMITY ASSESSMENT SYSTEM PROCEDURES

LGS ASSURANCE PVT LTD

PROCEDURE FOR CUSTOMER COMPLIANT

Document name	Procedure for customer Compliant	
Doc. Number	INSPB-P-05	
Date of release	02.04.2024	
Rev. No.	03	
Prepared by	Technical manager	
Reviewed & Approved by	Chief Executive	

VERSION HISTORY

Sl. No	Revision No.		Description of version	Date	Reason for change
	From	To			
1	--	00	Initial release	11.05.2023	-
2	00	01	Inclusion of Sustainability audit and ISO 17029	02.08.2023	Addition in the scope
3	01	02	Incorporated document review observations given by NSBCB Auditor	12.12.2023	Incorporation of Document Review observations of NABCB Auditor
4	02	03	Complain and appeal separated from Procedure and incorporated Stakeholders in to the procedure	02.04.2024	Observation raised from IFE during office audit

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1.0 Purpose:

The purpose of this procedure is to describe the method of receiving, responding, resolution, investigation of complaints and initiating action to prevent recurrence of complaints received from customer and other interested parties including stakeholders.

2.0 Scope: This procedure relates to customer complaints related to the Fire & Life Safety Audit, Sustainability Audit, Validation or Verification Service

Applicable to all types of non-conformities/non-compliance and customer complaints.

3.0 Abbreviations, acronyms and definitions

Abbreviation	Description
TM	Technical Manager
INSPB	Inspection Body
LGSAPL	Life Giver Sustainability Assurance PVT LTD
P	Procedure
HOD	Head Of the Department

4.0 Responsibility

Activity	Responsibility
Review of customer complaints	Technical Manager / Director
Communicating to concerned department /section	Technical Manager / Director
Communication to customer	Technical Manager
Initiating correction and corrective action	Auditor / Validator / Verifier Technical Manager / Chief Executive

5.0 Process Inputs

Customer Complaint

6.0 Process Description

- a) This process applicable for any complaints received from clients, CAHO and other interested parties and stakeholders. All these are hence forth referred to as customer complaints.
- b) Customer complaints if any are received by Technical manager/Director (Through Mail/Phone/ LGSAPL website provided mail ids). Complaints record in the customer complaint register.
- c) LGSAPL does not discriminate on complaint handling process for any clients, CAHO and other interested parties and stakeholders.
- d) On receipt of the complaint, Technical Manager / Director:
 - Responds to the customer on the complaint
 - Reviews the details of the complaint
 - Understand the service that has been affected
 - Reviews on the clarity in the complaint
- e) Where required, Technical Manager / Director communicate with the customer to obtain additional information to resolve the complaint
- f) Technical Manager / Director reviews the nature of the complaint and determines whether it is an administrative deficiency or technical deficiency
- g) If it is administrative complaint and behavioral complaint, action to rectify the deficiency is initiated by Technical Manager / Director through the administration team.
- h) If the complaint is related to the report / statement, Technical Manager / Director co-ordinates with the respective auditor / validator / verifier to review the complaint and where applicable make necessary changes in the report / statement and prepare updated report / statement. Technical Manager / Chief Executive officer reviews the update report / statement before communicating the same to the customer.
- i) If the complaint is related to the software tool, the details of the complaint is communicated to IBHAR for necessary action.
- j) If respective auditor / validator / verifier is of the opinion that the complaint is not relevant, the justification is reviewed by Technical Manager / Chief Executive officer / Director and communicated to the customer and no change is initiated.
- k) Where required / applicable based on the nature of complaint a portion or complete audit / validation / verification is repeated and report / statement is resubmitted.
- l) Technical Manager / Director interacts with the auditor / validator / verifier to determine the cause(s) for the complaint, initiates corrective action to prevent recurrence of the complaint.
- m) Technical Manager / Chief Executive officer reviews the effectiveness of the action taken.
- n) LGSAPL ensure that the review / investigation / approval of the complaint is not done by the person/ individual who was involved in the complaint in question.
- o) LGSAPL ensures that investigation and resolution of complaints does not result in any discriminatory actions
- p) LPSAPL is responsible for all decision taken during the process of handling complaint
- q) Where the resolution of the complaint requires more than two working day, LPSAPL ensures that the customer is communicates on the progress in resolution of the complaint.
- r) Technical Manager ensures that the formal closure of the complaint is communicated to the client.

- s) Summary of customer complaints/status are reviewed in the Management Review Meeting, Once in a year customer feedback is requested /collected by Technical manager/Director for review
- t) The customer feedback is reported and reviewed in the Management Review Meeting and where applicable, necessary action is initiated.

The system related non-conformances are identified during internal audits and corrective actions are implemented, the monitoring of effectiveness as per the procedure for internal audit.

7.0 Process Outputs

Corrective Action Report

8.0 Documented Information

Reference number	Title
Documented Information	
INSPB-R-05	Customer complaint register

9.0 Reference

Clause Reference
ISO 17020: 7.5, 7.6 ISO 17029: 9.9, 9.10

10.0 Process Measurable

Customer complaint Vs closed