

27. Complaints

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

27.1 Policy and 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 information and documents as per the procedure and standards without influencing by internal and external source.

27.2 Receipt of complaints

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

27.3 Resolution and Investigation process of complaints

Verbal complaints have to be communicated by the complainant to ROCO staff member. The Quality Manager will decide whether he will deal with a 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. All complaints and its related documentation shall be collected in the complaint file.

The Quality Manager will handle the complaint himself or delegate it to a staff member unless he is not affected personally. All complaints will be dealt with and the necessary corrective/preventive action will be taken within 30 working days. In case appeals CEO will handle the appeals since CEO is appellate authority. Resolution of the complaints will communicate in writing to complainer.

The Quality Manager will handle the complaint himself or delegate it to a staff member unless he is not affected personally. In the event of a dispute between any third party and ROCO, 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 firsthand knowledge on the dispute. In cases where the quality manager 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 triable before the court of competent Jurisdiction at Bangalore.

Referred Documents:

- G. 33 Complaints form

27.4 Complaints regarding certified operations

In the event of ROCO receives Verbal complaints regarding certified operations; the Quality Manager will decide whether he will deal with a 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, appellate authority CEO will handle the appeals 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.

27.5 Complaints regarding ROCO

Complaints against the organization, ROCO, or against the Quality manager of ROCO 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