



**INTERNATIONAL
BUSINESS
CERTIFICATION 06
PROCEDURE OF
COMPLAINTS, APPEALS
AND CUSTOMER
FEEDBACK**

VERSION/Revision: 2/0 Controlled



List of amendments

Version /Revision number	Validation date	Comments
1/1	08.2022	Update logo & ISO/IEC17021-1:2015
2/0	01-12-2025	The company name was changed to International Business Certification



AIM AND SUBJECT

The objective of this procedure is to describe the steps that are being implemented in resolving complaints and appeals, monitoring handling complaints and appeals.

The objective of this procedure is to determine the methodology of measuring customer feedback to create opportunities for the development and improvement the customer satisfaction

SCOPE

This procedure applies to all certification services.

RESPONSIBILITIES

General Manager

Certification scheme manager

Quality manager

Complaints and appeals:

Every client of the certification service and all interested parties have the right to complain/appeal in the case that the process of certification has not been carried out in accordance with the standard requirements that apply to this area.

Appeals means that International BUSINESS CERTIFICATION received a complaint related to the certification decision.

Complaint means that INTERNATIONAL BUSINESS CERTIFICATION received a complaint related to the service, and it doesn't relate to the certification decision.

For effective resolution of complaints and appeals, INTERNATIONAL BUSINESS CERTIFICATION holds:

- publicly available information as to where, when, and how they can make a complaint and appeal;
- the applicant is informed immediately upon receipt of complaints and appeals of the resolution of the ongoing and in what time to expect a response;
- objective process of processing complaints and appeals;
- maintains a free-of-charge process of resolving complaints and appeals for applicants;
- information about the complaints and appeals is confidential;



- rules, methods, and best practices available in the country and the world in resolving complaints and appeals;
- informed the applicants of complaints and appeals on all the actions taken.

Reception and recording complaints/appeals

The appellant may be a director or a representative of the organization's management, which is the client of IBC, while the complainant may be a client or a representative of any interested party of the client and INTERNATIONAL BUSINESS CERTIFICATION(customer, supplier, employee, representative of the community, etc.). The complaint may be made in any manner that is most suitable to the applicant (phone, fax, Email, or an official letter sent by post to the address), while the appeal has to be addressed formally through the official email for INTERNATIONAL BUSINESS CERTIFICATION info@firstplusweb-env.com or on the website www.firstplusweb-env.com

Upon receipt of a complaint from the client, the Quality Manager, within 3 working days, informs the client about the investigation result for the complaint.

Complaints: These are written negative feedback on INTERNATIONAL BUSINESS CERTIFICATION certification activities and related performance, policies, procedures, personnel, and companies and personnel that INTERNATIONAL BUSINESS CERTIFICATION has documented.

Appeals: These are applications made by individuals or legal entities against INTERNATIONAL BUSINESS CERTIFICATION's own decisions.

Upon receipt of an appeal from the client, the Quality Manager, within 30 working days, informs the client about the investigation result for the complaint

Upon receipt of complaints, INTERNATIONAL BUSINESS CERTIFICATION determines whether the complaint relates to certification or if it is responsible, and if so, it must be taken into consideration. If the complaint relates to a certified client, then in examining complaints must consider the effectiveness of the audit.

The complaint/appeal can be received by any personnel of IBC, but the person responsible for processing is the GM or other person indicated by the GM, for example, the quality manager. Since the complainant/appellant needs to clearly define what the complaints/ appeals are, to be a solution effectively and efficiently solve.

Complaint/appeal that arrives in writing shall be noted in the INTERNATIONAL BUSINESS CERTIFICATION appeal form IBC/06-01 or through email, and it will be the responsibility of the quality manager to record the complaint/ appeal on the form IBC/06-01.

A complaint/appeal that arrives via e-mail is printed and attached to the completed form to appeal.

Telephone/verbally received the complaint/appeal to be written in complaint/appeal form by the person who received it

Identification number of complaint/appeal is granted according to the date of arrival in the year.



The register of complaints / appeals is managed by GM/ quality manager in the form IBC/06-02 records of complaints/appeals. The respective records of complaints is available also to the administrator who is responsible for its archiving and storage.

Collection of information on the subject of complaint/appeal

The Quality Manager determines the subject of the complaint/appeal and the persons responsible for the process to which the complaint relates. He checks the quality of data received and whether all the data entered in the form, if not, contact the interested party and submits the required data.

Depending on the subject of complaint/appeal, the Quality Manager collects all the information necessary to resolve the complaint/appeal. These may include: certification records, contracts, checklists, audit reports and others.

As an important source of information can be used by auditors who carried out the audit with a client who filed a complaint/appeal. The inspector who carried out the inspection, which is the subject of the complaint/appeal may not be involved in resolving complaints/appeals in that client.

Evaluation of complaint/appeal

Any complaint/appeal is resolved with a very professional approach. Evaluated by severity, using the following matrix:

Criteria	The severity of non-conformities	Complexity for solving	Responsibility for solving	Important of complaint
Low	-No consequence for the client's management system -No consequence for the management system of IBC	Problem will be solved by correction	Quality manager	Low importance; No needed CA
Middle	-Can have an impact to the client's management system -Can have impact to the management system of IBC	May be is necessary to form an INTERNATIONAL BUSINESS CERTIFICATION team for solving	GM, Quality manager, certification manager	Middle importance; CA needs to be performed
High	-There is a consequence for the client's management system -There is consequence for the management system of IBC	For solving is necessary to form INTERNATIONAL BUSINESS	GM, Quality manager, certification manger,	CA has to be performed and the QMS has to be reviewed which refers to the process which is subject of the complaint.



Criteria	The severity of non-conformities	Complexity for solving	Responsibility for solving	Important of complaint
		CERTIFICATION team plus or not external persons, organizations	committee if necessary	

GM approves the decision in the form for complaint/appeal.

Taking actions

If the objective treatment establishes that the complaint/appeal is founded, INTERNATIONAL BUSINESS CERTIFICATION must take appropriate actions:

Corrections - to correct the resulting errors,

Corrective actions - in order to eliminate the cause of the fault.

Note: When resolving complaints, consider the results of previous similar complaints.

The deadline for the implementation of corrective action varies from the same day to a maximum of 24 days (high hazard), 12 days maximum (medium hazard), and 5 days (small, with no impact), and foresees the necessary resources for their implementation

Notifying the complainant/appellant

About the actions taken and outcome, the Quality Manager officially informs the complainant/appellant, delivering information via email, mail or fax.

The satisfaction of the complainant/appellant

Upon receipt of the decision on complaints/appeals, the complainant/appellant confirms if they accept the submitted decision.

Clients of INTERNATIONAL BUSINESS CERTIFICATION are familiar with the mechanism for filing complaints/appeals through documents on the web pages.

If the complaint/appellant does not accept the decision, the case is submitted to the safe guarding committee, whose decision is final in terms IBC.

The quality manager responsible for keeping all the records on the handling of complaints.



The entire procedure for resolving complaints and appeals, including the receipt, investigation and decision on complaint/appeals in no case should not result in any discriminatory actions against the complainant.

INTERNATIONAL BUSINESS CERTIFICATION together with its inspected client which is a subject of the complaint, determine if, and in which level, the subject of complaint/appeal.

Feedbacks from customers:

INTERNATIONAL BUSINESS CERTIFICATION collects the feedback from customers via the customer satisfaction questionnaire form IBC/06-03 .

This customer satisfaction survey is normally delivered to the main customer at the end of the services by the commercial department / quality manager.

The feedback is analyzed by quality manager and if there is a bad rating in this case the quality manager initiates a non-conformity form to solve the problem/ complaint.

The calculation method is the ratio of the actual assessment to the total ratio.

The quality manager takes into account the positive and negative feedback for identifying improvements of the management system and services to the customers.

The summary for customer feedback analysis is discussed in the management review.

RELATED DOCUMENT

IBC/06-01 Form for complaint/appeal
IBC/06-02 Register for complaint/appeal
IBC/06-03 Customer satisfaction questionnaire