



MOSTI

STANDARDS
MALAYSIA

**DEPARTMENT OF STANDARDS MALAYSIA
ACCREDITATION OF CONFORMITY ASSESSMENT BODIES**

CAB 2

Issue 2, 15 February 2007

COMPLAINTS

Authority to issue

**Director General
Department of Standards Malaysia**

INDEX

	TOPIC	PAGE
1.	Object and Field of Application	1
2.	References	1
3.	Definitions	1
4.	General	1
5.	How to lodge a complaint	2
6.	Procedure for dealing with complaints	2
7.	Review	4

1. OBJECT AND FIELD OF APPLICATION

- 1.1 This document details the process adopted by STANDARDS MALAYSIA to ensure a timely, independent and effective resolution of complaints from persons or organisations.

2. REFERENCES

- 2.1 MS ISO/IEC 17011: Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies
- 2.2 IAF GD 1:2003: IAF Guidance on the Application of ISO/IEC Guide 61
- 2.3 Accreditation Quality Manual, AQM

3. DEFINITIONS

- 3.1 For the purpose of this document, definitions in the relevant ISO standards and the relevant ISO/IEC Guides shall apply. The following definitions and abbreviations shall also apply.

Accreditation criteria: Includes the appropriate accreditation standard, and all STANDARDS MALAYSIA approved policies and procedures at the time of application, and those approved from time to time subsequent to accreditation, that are applicable to the accreditation program under which accreditation is sought

Accredited CAB: A body that has been accredited by STANDARDS MALAYSIA in accordance with specific criteria, procedures and requirements to operate, on a continuing basis, as a conformity assessment body.

Complaint: Expression of dissatisfaction, other than appeal, by any person or organisation, to STANDARDS MALAYSIA, relating to the activities of STANDARDS MALAYSIA or of an accredited CAB, where a response is expected.

STANDARDS MALAYSIA Secretariat (hereinafter referred to as Secretariat): Staff employed by STANDARDS MALAYSIA with delegated powers and authority to implement the policies and procedures of STANDARDS MALAYSIA and manage accreditation activities.

4. GENERAL

- 4.1 STANDARDS MALAYSIA will endeavour to action any claim of dissatisfaction, formal or informal, that is brought to its attention with regard to the activities of STANDARDS MALAYSIA or a body accredited by STANDARDS MALAYSIA (accredited CAB). Expressions of dissatisfaction brought to the attention will be treated as complaints and will be handled in accordance to this document and other relevant procedures.
- 4.2 STANDARDS MALAYSIA has established procedure to investigate and decide on the validity of complaint. For valid complaints, STANDARDS MALAYSIA shall take

appropriate actions and assess their effectiveness and maintain record all complaints and actions taken. STANDARDS MALAYSIA shall give a reply to the complainant about action taken on the complaint.

- 4.3 STANDARDS MALAYSIA may conduct reassessment if investigation and analysis of complaint indicates that the accredited CAB no longer complies with STANDARDS MALAYSIA Accreditation Criteria.

5. HOW TO LODGE A COMPLAINT

- 5.1 A complaint can be sent to STANDARDS MALAYSIA by telephones, emails, letters or facsimile. Dissatisfaction based on hearsay will not be considered as a complaint. Where a complaint is about an accredited CAB, the complainant shall be required to demonstrate that the complainees has had ample opportunity to rectify the situation. The submission shall include sufficient objective evidence to substantiate the claims and allow for the Investigative Officer to make a decision on the appropriate action to be taken.

6. PROCEDURE FOR DEALING WITH COMPLAINTS

- 6.1 It will not always be obvious that a piece of incoming correspondence is a complaint. An item of incoming mail / correspondence will only be classified as a complaint by the Director General or the Director of Accreditation when the complaint refers to STANDARDS MALAYSIA or an accredited CAB. Before accepting incoming correspondence as a complaint, the Director of Accreditation shall ensure that the complaint is substantiated, and satisfied that all attempts have been made to resolve the issue at the lowest/appropriate level, e.g. with the accredited CAB.
- 6.2 Where the Director of Accreditation considers that the complaint has not been adequately addressed at the lowest/appropriate level, the correspondence shall be reverted back to the complainant to be addressed as a dispute between the complainant and the accredited CAB.
- 6.3 Once identified as a complaint by the Director of Accreditation, the Assistant Director of Accreditation shall enter the complaint in the Complaints Register, establish a new number, append the document to the file and pass it on to the Investigative Officer, as identified by the Director of Accreditation. A Complaints Register shall be maintained and be kept up to date by the Assistant Director of Accreditation. All incoming and outgoing correspondence, including a brief summary of the correspondence, shall be logged in the Complaints Register.
- 6.4 After registration as a complaint, the Scheme Manager of the respective scheme acknowledges receipt to the complainant, if name and address is available.
- 6.5 Investigative Officers
- For complaints about:
- STANDARDS MALAYSIA (including staff with the exception of the Director General), the Investigative Officer shall be of equivalent ranking or of a more senior position than the staff being investigated and shall be independent of the activities that is being investigated.

- Accredited bodies or certified bodies, the Investigative Officer shall be the respective Scheme Manager or a senior Assistant Director of Accreditation.
- The Director General, the Investigative Officer shall be the Chairman of the Malaysian Standards and Accreditation Council (MSAC), who shall refer it to the Minister.

6.6 Complaint About STANDARDS MALAYSIA

6.6.1 Where the complaint involves STANDARDS MALAYSIA directly, the Investigative Officer shall investigate and make recommendations to the Director General on all issues relevant to STANDARDS MALAYSIA. In resolving all the issues, the Investigative Officer shall consider both immediate and long-term action required by all parties concerned.

6.6.2 Once a conclusion is reached, the Investigative Officer shall write to the parties concerned advising them of those parts of the outcome that affect them.

6.7 Complaints Related To An Accredited CAB

6.7.1 The Investigative Officer shall, consistent with STANDARDS MALAYSIA policy on confidentiality, formally bring the substance of the complaint and any relevant facts to the notice of the complainee, even where these have already been made known to the complainee by the complainant. The Investigative Officer will formally request the complainee to respond to STANDARDS MALAYSIA, within 14 days, giving comments on the complaint and detailing the actions the organisation proposes or has taken to investigate and resolve the matter. The Investigative Officer should ensure that the complainee considers the immediate and long-term aspects.

6.7.2 The Investigative Officer shall update the follow-up column of the complaints register. If correspondence is not received from the complainee within the specified period of time, a reminder will be dispatched. Extended delays shall be brought to the attention of the Director General.

6.7.3 There may be a need for several rounds of correspondence between STANDARDS MALAYSIA and interested parties, and on-site follow-up action with the accredited CAB. All correspondence arising from the complaint shall be placed in the complaints file.

6.7.4 Once the Investigative Officer is satisfied that the matter is resolved, the Investigative Officer shall ensure that the complainant is advised of the outcome, complete the file and update the complaints register.

6.7.5 Where the Investigative Officer cannot resolve the issue the matter shall be referred to the Director General. Matters that cannot be resolved by the Director General shall be referred to the MSAC for resolution.

7. REVIEW

7.1 Complaints shall be included as an agenda item for all Management Review meetings.