

	<b>BANGLADESH STANDARDS AND TESTING INSTITUTION</b> <b>PRODUCT CERTIFICATION SCHEME</b>	
	Revision No. 0	PROCEDURE FOR COMPLAINTS, APPEAL AND DISPUTES
ISSUE NO.:02	ISSUE DATE: 01.10.2014	Approved By: D(CM)

## 1 Purpose

The purpose of this procedure is to provide a framework for identifying the status of complaints, appeals and disputes received from clients and how to deal with them.

## 2 Scope

This procedure is applicable for dealing with complaints, appeals and disputes related to Product Certification Activities carried out by BSTI.

## 3 Definitions

- 3.1 **Concerned Party:** A complainant, appellant or a person reporting a dispute.
- 3.2 **Complaint:** A written expression of dissatisfaction against BSTI or a product certification licensee
- 3.3 **Appeal:** A further course of action available in respect of a complain.
- 3.4 **Dispute:** A disagreement between:
- a) BSTI and licensee
  - b) BSTI and product user

## 4 Responsibility

- a) Director (CM)
- b) Deputy Director
- c) Quality Manager

## 5 Procedure

### 5.1 General

- 5.1.1 Complaints, disputes and appeals on licensed products, licensees, BSTI's subcontractors and other activities under product certification scheme shall be entertained by BSTI.
- 5.1.2 A complaint, dispute or appeal is received by the Director General or Director (CM).
- 5.1.3 An appeal on a decision made by the BSTI shall be submitted to the BSTI within six months of the date of the decision.
- 5.1.4 An acknowledgement of the receipt of the complaint, dispute or appeal shall be sent by the Director (CM) within seven days of receipt of the complaint, dispute or appeal to the party concerned.

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- 5.1.5 Complaints, disputes or appeals should be made in writing or using the complaint, disputes or appeals record form (P-CAD-02-F01) available from BSTI.
- 5.1.6 The complaint, dispute or appeal is sent to the Quality Manager for recording and further action.
- 5.1.7 In the event that the complaints ,disputes and appeals form has not been filled by the relevant party, the Quality Manager shall fill all relevant details pertaining to the complaint, dispute or appeal in the record form (PM-CAD-02-F01).
- 5.1.8 The Quality Manager shall investigate the complaint, dispute or appeal with the assistance of the relevant BSTI officers and other staff.
- 5.1.9 Personnel of BSTI including those acting in a managerial capacity shall not be employed to investigate a complaint, dispute or appeal if they have or had within the last two years (from the date of the complaint, dispute or appeal) any relationships that may compromise the impartiality of the investigation.

## 5.2 Complaints and disputes

- 5.2.1 Upon receipt of a complaint and/or dispute the BSTI shall at a minimum:
- a) Initiate its complaints and/or disputes procedure.
  - b) Determine the acceptability of the complaint and/or dispute based on evidence received.
  - c) If the complaint or dispute is accepted by BSTI, it shall conduct an investigation as detailed in 6.2.2 through 6.2.4 below.
  - d) If the complaint or dispute is not accepted, BSTI shall notify the complainant of the reasons for not accepting the complaint or dispute and provide instructions on BSTI appeals process. The complainant shall also be given the opportunity to provide additional evidence to support the complaint or dispute.
- 5.2.2 Complaints or disputes shall be reviewed by designated BSTI staff for relevance to provisions of BSTI procedures and for inclusion of documented evidence of non-compliance.
- 5.2.3 An investigation shall be undertaken and may be aided through the undertaking of an unannounced audit and interviews with outside stakeholders, such as producers, consumers, and the complainant, at a minimum. The investigation shall cover all elements identified in the complaint or dispute.
- 5.2.4 The BSTI shall submit a report to the complainant or the party reporting a dispute on the conclusion of its investigation. The report shall present the conclusions of the BSTI

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investigation and the reasons for that conclusion, summarizing the documented evidence submitted unless the concerned party has requested that they be held confidential in whole or in part.

- 5.2.5 If BSTI management has agreed for corrective action, that commitment shall be included in the report. When BSTI's implementation of the corrective action has been confirmed, that too shall be reported.
- 5.2.6 After investigation the Quality Manager shall report to the relevant Deputy Director on the validity of the complaint and/or dispute and any corrective action required.
- 5.2.7 If no corrective action is required the Quality Manager shall complete the Complaint, Disputes and Appeal record form (P-CAD-02-F01) and forward it to the relevant Deputy Director, who shall communicate with the concerned party.
- 5.2.8 If corrective action is required the Quality Manager shall communicate the same to the relevant Deputy Director who shall request the related persons to proceed with the corrective action. Outcome of the corrective action is recorded on P-CAD-02-F01 form and submitted to the relevant Deputy Director and Director (CM).
- 5.2.9 The Deputy Director shall communicate with the concerned party outlining the decision of the BSTI and the corrective action taken, if applicable.
- 5.2.10 If the concerned party is not satisfied with the actions / decisions taken by the BSTI, and on a written communication received from the concerned party, the complaint and/or the dispute and the report of the investigation shall be submitted to the Certification Advisory Panel.

### 5.3 Appeals

- 5.3.1 The Certification Advisory Panel shall appoint an Appeals Panel for consideration of the Appeal.
- 5.3.2 The Appeals Panel shall hold an enquiry where relevant BSTI officials and the Appellant are present.
- 5.3.3 The decision of the Appeals Panel shall be final and shall be communicated to the Appellant by the Director (CM)
- 5.3.4 The records of Complaints, Appeals and Dispute shall be maintained by the quality manager.

## 6 Related Documents

Records of Complaints, Appeals and Dispute: P-CAD-02-F01