



Complaint Procedure

This procedure outlines the process for handling complaints directed to PJLA or (CABs) of PJLA.



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1.0 GENERAL

- 1.1 Purpose: To set forth the procedures for handling complaints about PJLA or PJLA (CABs) received directly or indirectly by PJLA, and to derive maximum benefit from any such complaint by instituting or requiring corrective action and quality improvement where necessary.
- 1.2 Scope: Applies to all complaints regardless of source made about PJLA, its representatives, or PJLA (CABs), including, but not limited to:
- 1) internal customers,
 - 2) customers of (CABs) contracted with PJLA,
 - 3) customers who complain to (CABs),
 - 4) any entity which has a complaint regarding PJLA, or
 - 5) (CABs) who complain about the conduct of PJLA employees or contractors.
 - 6) External recognition bodies or ILAC MRA Partners

2.0 RELATED PROCEDURES, DEFINITIONS, EXHIBITS

- 2.1 ISO/IEC 17011: 2004
- 2.2 IPL-2, Quality Manual
- 2.3 IPL-1, By-Laws
- 2.4 LF-3, Accreditation Agreement
- 2.5 LF-43a, Master List for Customer Complaints
- 2.6 SOP-1, Accreditation Procedure
- 2.7 SOP-5, Quality Records Procedure
- 2.8 SOP-8, Corrective and Preventive Action Procedure
- 2.6 SOP-10, Appeal Procedure
- 2.7 SOP-11, Suspension, Withdrawal or Reduction of Accreditation

3.0 RESPONSIBILITIES

- 3.1 The President/Operations Manager is responsible for handling complaints made about PJLA customers, PJLA itself, or representatives of PJLA.

4.0 COMPLAINTS ABOUT PJLA

- 4.1 In the case of a complaint about PJLA, the President/Operations Manager evaluates the complaint to determine all appropriate measures to ascertain the substance and validity of the complaint. The President/Operations Manager decides upon a course of action, notifying complainant of the



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decision. This process includes notifying and acquiring a response from any PJLA employee or contractor connected with the complaint.

- 4.2 If the President/Operations Manager decides that the complaint is either without merit or warrants no further action, complainant is advised of their right to appeal as per SOP-10.
- 4.3 If the President/Operations Manager decides that the complaint is valid in whole or in part, s/he will institute and/or supervise all appropriate measures necessary to implement corrective action in accordance with the PJLA Corrective and Preventive Action Procedure (SOP-8).
- 4.4 Complaints made on the President/Operations Manager or any other designee responsible for handling the complaint process will be delegated to another party of PJLA (i.e. Technical Program Manager(s), Technical Committee or Executive Committee) to process to ensure an unbiased decision is being made.
- 4.5 After corrective action has been implemented, the effectiveness of the actions taken will be evaluated. Upon the determination that the actions are satisfactory, the President/Operations Manager will notify complainant of the corrective action and solicit further comments.

5.0 COMPLAINTS ABOUT PJLA (CABS)

- 5.1 Upon receipt of a complaint, the President/Operations Manager elicits all pertinent information, preferably in writing. PJLA will maintain continual assessment of the (CAB's) complaint file, mandated by contractual agreement (LF-3), via scheduled surveillance assessments. This procedure is open to all complainants, regardless of their association with PJLA or a (CAB) of PJLA..
- 5.2 The President/Operations Manager forwards the information to the (CAB) and requests written comment, ensuring that the complaint is first addressed by the (CAB).
- 5.3 If the (CAB) does not respond within 30 days, or if the President/Operations Manager, having reviewed the matter, finds that the customer has violated the terms of its agreement with PJLA, the President/Operations Manager must invoke the PJLA Procedure for Suspension, Withdrawal or Reduction of Accreditation (SOP-11).



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- 5.4 If the President/Operations Manager decides that the complaint is either without merit or warrants no further action, complainant is advised of their right to dispute or appeal the decision as per SOP-10.

- 5.5 In any event, the President/Operations Manager notifies the complainant and (CAB), in writing, of their decision in the matter. They also advise both parties that the decision may be disputed or appealed per PJLA's Dispute and Appeal Procedure (SOP-10).

6.0 RECORDS

- 6.1 Records of all aspects of the complaint processing are maintained, according to SOP-5.