



Complaint Procedure

This procedure outlines the process for handling complaints directed to PJLA or (CABs) of PJLA. At no such time, shall an investigation and decision on a complaint result in any discriminatory actions against the complainant.



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1.0 GENERAL

- 1.1 Purpose: To set forth the process for handling complaints about PJLA or PJLA's CABs, including the process for receiving, evaluating, and making decisions on them.
- 1.2 Scope: Applies to all complaints received from any interested party in relation to PJLA's accreditation activities.

2.0 RELATED PROCEDURES

- 2.1 ISO/IEC 17011: 2017
- 2.2 IPL-2-Quality Manual
- 2.3 IPL-1-By-Laws
- 2.4 LF-3-Agreement for Accreditation Services
- 2.5 LF-43a-Master Complaint Log
- 2.6 SOP- Accreditation Procedure
- 2.7 SOP-5- Quality Records Procedure
- 2.8 SOP-8-Corrective Action and Opportunities for Improvement Procedure
- 2.6 SOP-10- Dispute and Appeal Procedure
- 2.7 SOP-11-Suspension, Withdrawal or Reduction of Accreditation

3.0 RESPONSIBILITIES

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

4.0 COMPLAINTS ABOUT PJLA

- 4.1 When a complaint is received about PJLA it is evaluated by the President, Operations Manager or designee for substance and validity. The complainant is notified that the complaint has been received and is being evaluated for proper action as necessary. All complaints are logged on the master complaint log (LF-43a) upon receipt.
- 4.2 If the President, Operations Manager or designee decides that the complaint is valid in whole or in part, then a corrective action report



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is initiated in accordance with the PJLA Corrective Action and Opportunities for Improvement Procedure (SOP-8).

- 4.3 Complaints made against 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, Technical Committee, or Executive Committee) to process to ensure an unbiased decision is made.
- 4.4 After corrective action has been taken, the complainant will be notified. The complaint will be considered closed once the complainant acknowledges their satisfaction with the response.
- 4.5 If the President, Operations Manager or designee decides that the complaint is either without merit or warrants no further action, then the complainant is notified of this decision and is advised of their right to appeal as per PJLA's Dispute and Appeal Procedure, SOP-10.
- 4.6 Investigation and decision on complaints shall not result in any discriminatory actions against the complainant.

5.0 COMPLAINTS ABOUT PJLA'S (CABS)

- 5.1 Upon receipt of a complaint about a CAB, the President, Operations Manager or designee elicits all pertinent information and notifies the CAB to take the necessary action to address the concern. The CAB will have 30 days to show evidence that they have taken all appropriate actions to resolve the issue. Information gained from the complaint will be placed in the client file and logged on the master complaint log (LF-43a). Additional follow up activities in relation the complaint may be required at the CABS next assessment.
- 5.2 If the CAB does not respond within 30 days, or if the response is unsatisfactory, then the President, Operations Manager or designee may invoke PJLA's Suspension, Withdrawal or Reduction of Accreditation Procedure (SOP-11).
- 5.3 If the President, Operations Manager or designee decides that the complaint is without merit or warrants no further action, then the complainant is notified of this decision and is advised of their right



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to dispute or appeal the decision as 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.