

GRIEVENCE HANDLING CASE PROCEDURE

1. Purpose

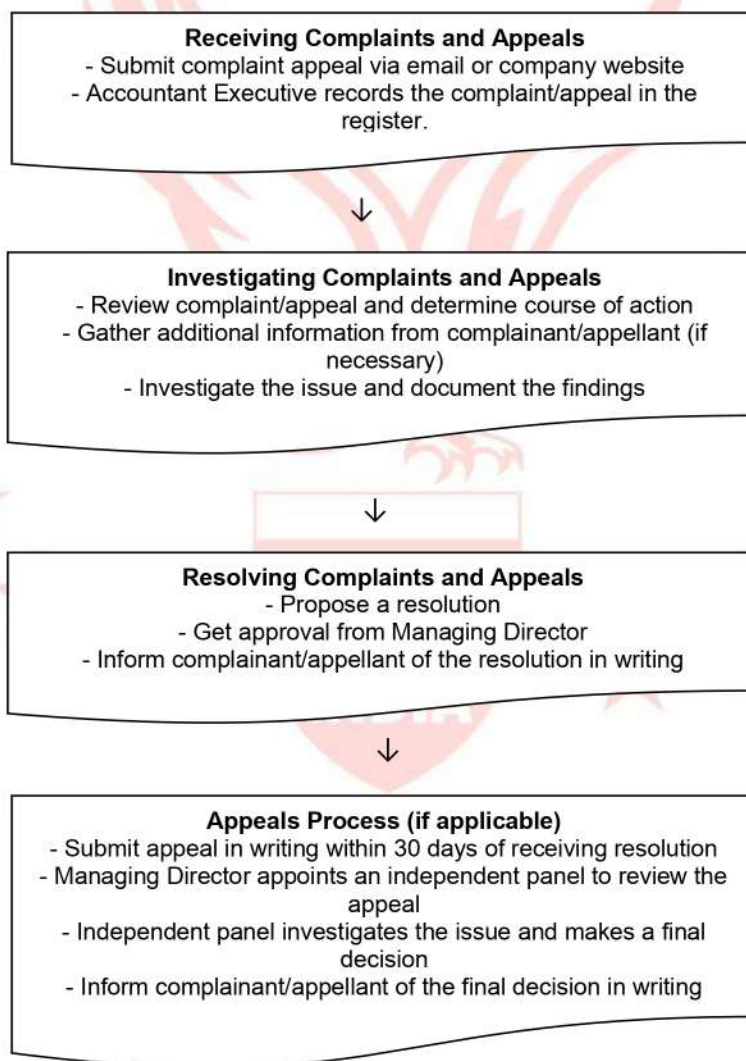
The purpose of this procedure is to establish a system for handling complaints and appeals related to certification activities conducted by IQMCINDIA Certification Private Limited.

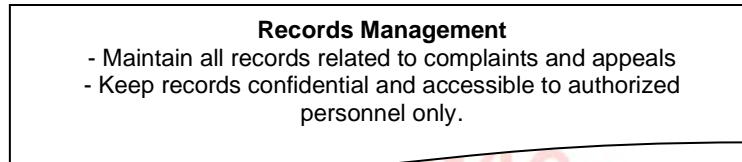
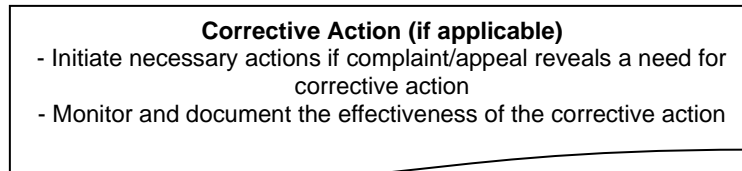
2. Scope

This procedure applies to all complaints and appeals received from clients, stakeholders, or other interested parties regarding IQMCINDIA's certification activities.

3. Responsibility

The Managing Director is responsible for implementing and maintaining this procedure. Mr. – Sohan veer - Accountant Executive is responsible for ensuring the effectiveness of the complaints and appeals process.





4. Procedure

4.1. Receiving Complaints and Appeals

- Complaints and appeals can be submitted in writing via email [-info@iqmcglobal.com](mailto:info@iqmcglobal.com) or through the company's website.
- The Accountant Executive is responsible for recording the complaint or appeal in the Complaints and Appeals Register.

4.2. Investigating Complaints and Appeals

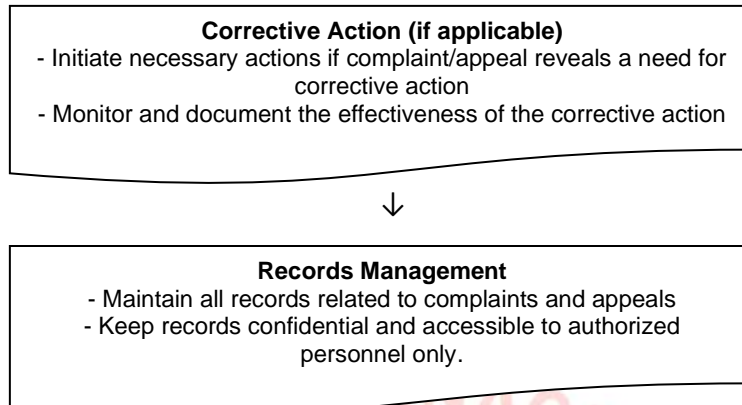
- Mr. Sohan veer will review the complaint or appeal and determine the appropriate course of action.
- If necessary, the Accountant Executive will gather additional information from the complainant or appellant.
- The Accountant Executive will investigate the issue and document the findings.

4.3. Resolving Complaints and Appeals

- The Accountant Executive will propose a resolution to the complaint or appeal.
- The proposed resolution will be reviewed and approved by Mr. Sundeep Tomar -Managing Director.
- The complainant or appellant will be informed of the resolution in writing.

4.4. Appeals Process

- If the complainant or appellant is not satisfied with the resolution, they can appeal the decision.
- The appeal must be submitted in writing within 30 days of receiving the resolution.
- The Managing Director will appoint an independent panel to review the appeal.
- The independent panel will investigate the issue and make a final decision.
- The complainant or appellant will be informed of the final decision in writing.



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4.5. Corrective Action

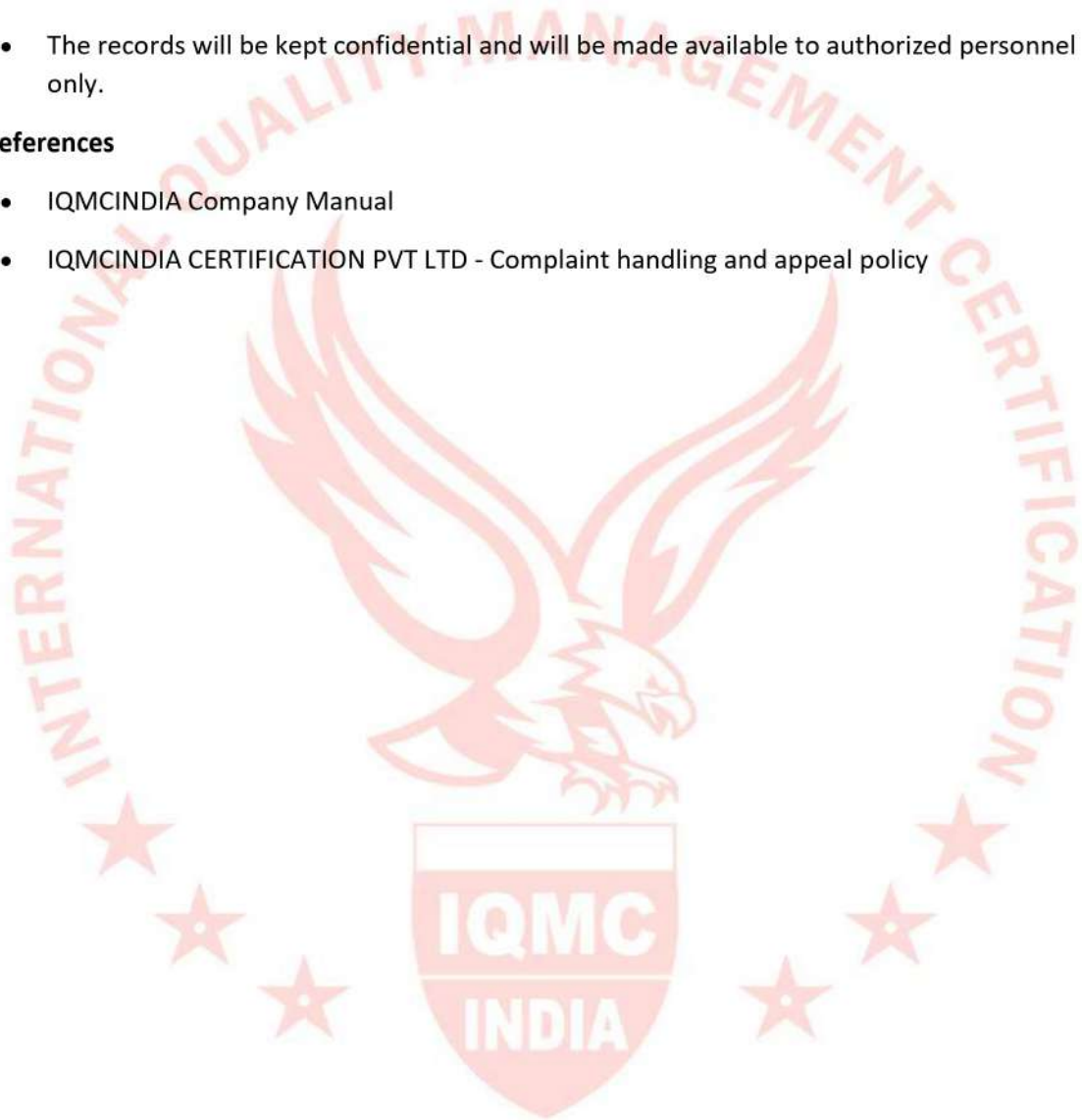
- If the complaint or appeal reveals a need for corrective action, the Accountant Executive will initiate the necessary actions.
- The effectiveness of the corrective action will be monitored and documented.

4.6. Records

- All records related to complaints and appeals will be maintained by the Accountant Executive.
- The records will be kept confidential and will be made available to authorized personnel only.

5. References

- IQMCINDIA Company Manual
- IQMCINDIA CERTIFICATION PVT LTD - Complaint handling and appeal policy



IQMCINDIA CERTIFICATION PVT LTD

FOR MORE INFORMATION DO VISIT-: www.igmcindia.com

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