

Complaints handling

Policy

- a) A description of the complaints handling process is publicly accessible on company website. Quality Manager confirms whether the complaint relates to certification activities for which the company is responsible for and, if so, deals with it. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system,
- b) Any complaint about a certified client is also referred by the Quality Manager to the certified client in question at an appropriate time, decided in consultation with CEO,
- c) The decision to be communicated to the complainant is made by, or reviewed and/or approved by, individual(s) not previously involved in the subject of the complaint,
- d) The Quality Manager determines, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution can be made public?
- e) Community Policing and Police Science Institute has a documented process to receive, evaluate and make decisions on complaints. This process is subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint. For PFD, please refer to **Annexure C**

Operation of complaints-handling process

The details of this process adopted by Community Policing and Police Science Institute are as follows:

a) Communication:

Information concerning the complaints-handling process is readily available on the company website to facilitate customers, complainants and other interested parties in respect of where and how complaints can be made, what information to be provided by the complainant, the process for handling complaints, time periods associated with various stages in the process, the complainant's options for remedy; including external means, how the complainant

can obtain feedback on the status of the complaint. Additionally, all the company invoices contain this policy statement “Your satisfaction is important to us, please tell us if you are not satisfied — we'd like to put it right”.

b) Receipt of complaint:

Each complaint upon receiving initially, the Administration Manager assigns unique identifiers to it for tracking it all the way till close out. The Administration Manager makes sure that the record of the initial complaint has all the necessary information including

- 1) a description of the complaint and relevant supporting data,
- 2) the requested remedy,
- 3) related company practices complained about,
- 4) The due date for a response,
- 5) data on people; department; branch; and market segment,
- 6) Immediate action taken (if any).

c) Tracking of complaint: The complaint is tracked from initial receipt through the entire process until the complainant is satisfied or the final decision is made. An up-to-date status is made available to the complainant upon request and at regular intervals, at least at the time of pre-set deadlines.

d) Acknowledgement of complaint: Receipt of each complaint is acknowledged to the complainant on the same or following working day by the Administration Manager via an email.

e) Initial assessment of complaint: After receipt, each complaint is initially assessed by the Quality Manager in terms of regulatory concerns, severity, safety implication, complexity, impact, and the need & possibility of immediate action.

f) Investigation of complaints: Every reasonable effort that is in commensuration with the seriousness, frequency of occurrence, and severity of the complaint, is made by the Quality Manager to investigate all the relevant circumstances and information surrounding a complaint.

g) If required, the Quality Manager may request the CEO and/or impartiality committee for their input in cases where for example, the complainant doesn't become satisfied upon initial response to

the complaint. In extreme cases, the resolution is sought externally by involving ACCREDITATION BODY and other competent authorities, as applicable and appropriate in this regard.

- h) Response to complaints: Following an appropriate investigation, the Quality Manager offers a response which may include, but not limited to refunds, information, referral, compensation, apology and indication of changes in products, process, policy or procedure arising from complaints.
- i) If the complaint cannot be immediately resolved, then it is dealt with in a manner intended to lead to its effective resolution as soon as possible.
- j) Communicating the decision: The decision or any action taken regarding the complaint, which is relevant to the complainant or to the personnel involved, is communicated to them as soon as the decision or action is taken.
- k) Closing the complaint: If the complainant accepts the proposed decision or action, then the decision or action is carried out and recorded. If the complainant rejects the proposed decision or action, then the complaint remains open. This is recorded and the complainant informed of alternative forms of internal and external recourse available. The organization continues to monitor the progress of the complaint until all reasonable internal and external options of recourse are exhausted or the complainant is satisfied.

