



**Mongolian Agency for Standard and
Metrology, a government regulatory
agency**

APPROVED.

**HEAD OF CERTIFICATION DEPARTMENT
PRODUCT AND SYSTEMS**

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(stamp) (signature)

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**PROCEDURE FOR RESOLVING APPEALS AND
COMPLAINTS**

MASM-07-CB-05(04):2020

Ulaanbaatar

Name of document:		Procedure for resolving appeals and complaints	
Document entry/No.:		MASM-07-BB-05(04):2020	
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1. PURPOSE

The purpose of this procedure is for the certification inspectors of Certification Department for Product and System /CDPS/ of Mongolian Agency for Standard and Metrology /MASM/ and of Local Standardization and Metrology Branches to receive and resolve appeals and complaints submitted by clients and customers and to protect the trust in certification activities.

2. SCOPE

2.1 This covers all appeals and complaints regarding the quality of services provided by Certification Department for Product and System /CDPS/ of Mongolian Agency for Standard and Metrology /MASM/, officials who were involved in the conformity assessment process, or all other related activities.

2.2 The appeals and complaints, that are received through official letter, electronic mails, faxes, and telephones (followed with written appeals), shall be resolved.

3. REFERENCED DOCUMENTS

MNS ISO/IEC 17021-1:2020 – Conformity assessment - “Requirements for bodies providing audit and certification of management system”

MNS ISO IEC 17065:2013 - Conformity assessment — “Requirements for bodies certifying products, processes and services”

4. TERMS AND DEFINITIONS

Complaint: Expression of dissatisfaction, besides the appeals that are submitted by individuals and organizations to Certification Department in regards with the activities of Certification body, certified entities and organizations.

Appeal: A request that was submitted by customers and entities to Certification body in connection with their dissatisfaction about the decision made by Certification body.

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5. RESPONSIBILITY

5.1 Quality manager shall be in charge of the main role of resolving appeals and complaints. The inspectors and auditors who are appointed by the Head of Certification department can be involved in the process of resolving appeals and complaints.

5.2 Certification department shall collect all necessary documents and information in the process of resolving the appeals and complaints and be responsible for checking and proving.

5.3 The Head of Certification department shall bear the responsibility of final decision making on the basis of monitoring on the appeals and complaints.

5.4 The procedure for resolving appeals and complaints of Certification Department shall be publicly distributed. /Publicizing on the webpage of MASM - www.masm.gov.mn/

5.5 Certification Department shall be accountable for all decisions that are made in all levels of resolving process of appeals and complaints.

6 RECEIVING APPEALS AND COMPLAINTS

6.1 Customers and clients shall produce their complaints in written form and deliver them to a document management officer of MASM.

6.2 Customers who are discontented with the decision made by Certification Department shall submit their requests /appeals/ through an official letter to Certification Department within 10 days since the decision made by Certification Council.

6.3 Certification Department shall receive the complaints and appeals raised by customers and clients and determine whether the complaints and appeals are within its activity scope or not.

6.4 Any complaints about certification service shall be informed to the certified client from Certification Department within 3 working days.

6.5 Certification Department shall keep any information regarding complainants and appealers confidential and work to meet the requirements of procedure on confidentiality.

6.6 In case of the complaints and appeals being not in the activity scope, not meeting the requirements, not having legal background, not being complete, the case shall be closed and complainants and appealers shall be informed immediately.

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6.7 Complaints can cover the following matters. Hereto:

- Complaints about certified entities and organizations
- Complaints about officers working for Certification Department
- Complaints about the members of Certification Council, irregular inspectors and auditors
- Complaints about misuse of inspector's stamp, mark and logo and the confirmed scope of conformity assessment

6.8 Quality manager shall register received complaints and appeals and request Head of Certification Department to assign an officer who would resolve the issue. An assigned officer shall not be involved in the decision making of certification.

6.9 Certification Department shall confirm the receipt of official complaints and appeals and notify complainants and appealers about report and result processes.

6.10 In order to registration and confidentiality of complaints and appeals, the registration and documentation shall be conducted in accordance with the Appendix of this procedure (**MASM-07-BB-05 Form 01, MASM-07-BB-05-Form 02**).

7 RESOLVING COMPLAINTS AND APPEALS

7.1 In the framework of checking and determining whether the complaints and appeals have justification or not on spot, an assigned officer shall draft a work guidance on the basis of types and characteristics of complaints and appeals and get approval from the Head of Certification Department. If it is necessary, a working group shall be formed.

7.2 When resolving the complaints and appeals, it shall be resolved in an unbiased manner, without creating any advantageous situation for any party and shall be complied with standards, technical regulations and valid laws and rules.

7.3 Complaints shall be resolved within 14 days of calendar and appeals shall be resolved within 30 days of calendar.

7.4 An assigned officer shall conclude a report on resolved complaints and appeals and present it to the Head of Certification Department.

7.5 The decision regarding the complaints and appeals shall be delivered to complainants and appealers by the officers who did not take part in the process of discussion and reviewing of the complaints and appeals.

