

**National Accreditation  
Agency of Ukraine**

**Approved**  
by the order of NAAU  
of 22.08.2013 № 172-Я

# **MANAGEMENT SYSTEM**

## **Procedure**

### ***“Order of Administration of Complaints”***

| <b>Order of Administration of Complaints</b> |                              |                            | <b>NAAU</b>  |   |
|--|------------------------------|----------------------------|--------------|---|
| Revision 06<br>dated 22.08.2013              | Developed by:<br>V.Gavrishko | Checked by:<br>V.Gorytskyy | Page         | 1 |
|  |                              |                            | Total number | 4 |

## 1 Purpose

1.1. The procedure "Order of administration of complaints" (hereinafter - Procedure) is a part of the management system and aimed for a successful and efficient investigation of complaints.

## 2 Scope

2.1 Procedure applies to all departments of National accreditation Agency of Ukraine.

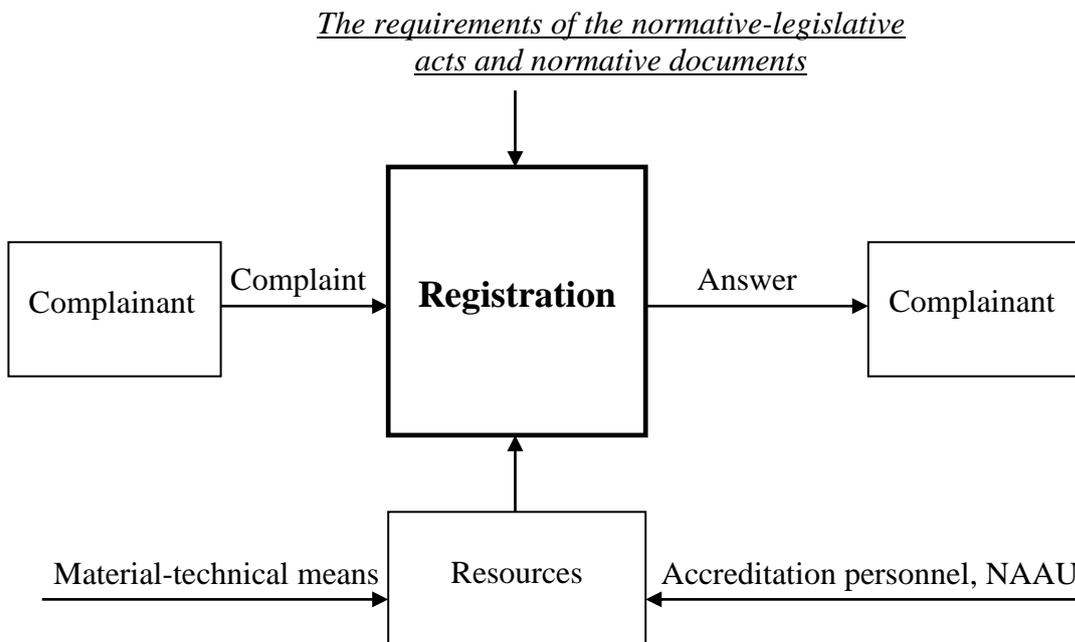
## 3 Terms definition

3.1. Complaint – expression of dissatisfaction in written form from individual or juridical person concerning actions, passivity of NAAU officers or accredited conformity assessment bodies (hereinafter – CABs) arose in the process of accreditation.

3.2 Complainant - juridical or physical person, who expresses dissatisfaction classified as a complaint, according to the definition of p.3.1.

## 4 Description of the process

### THE MODEL OF THE ADMINISTRATION PROCESS OF COMPLAINTS



### 4.1 The administration process of complaints

4.1.1 The administration process of complaints consists of the following stages:

- registration of complaint;
- processing of complaint;
- corrective and/or preventive actions (if necessary);
- informing the complainant about the results of the complaint processing;
- documenting of complaint processing and document archiving.

| Order of Administration of Complaints |                              |                            | NAAU         |   |
|---------------------------------------|------------------------------|----------------------------|--------------|---|
| P-14.08.01                            |                              |                            |              |   |
| Revision 06<br>dated 22.08.2013       | Developed by:<br>V.Gavrishko | Checked by:<br>V.Gorytskyy | Page         | 2 |
|                                       |                              |                            | Total number | 4 |

## 4.2 Complaint registration

4.2.1. Registration of complaints is carried out according to "NAAU Instruction on record keeping".

4.2.2. All complaints submitted to NAAU and complaints expressed orally (for example by phone) are to be registered, except complaints an author of which cannot be identified (such complaints are anonymous and are not subject to investigation).

## 4.3 Complaint processing

4.3.1. After registration the complaint is given to the Chairman of NAAU for consideration and passing it with appropriate resolution to the commission for processing of complaints (hereinafter – Commission).

4.3.2 If complaint is concerned actions, passivity or activity of CAB accredited by NAAU the Chairman of Commission must check if the complaint encloses evidences of previous address to CAB on this issue. In case of lack of previous address evidences he recommends to the Chairman of NAAU to propose in written the complainant to address directly to the accredited CAB.

Note. This requirement is not applied in the case of investigation of order from central executive authorities, demands of state control and law enforcing bodies classified as complaints.

4.3.3 The Commission is acquainted with the compliant materials, analyses, checks the facts stated in the complaint, if necessary, collects additional materials concerning questions raised in the complaint.

4.3.4 As a result of consideration of complaint and acquaintance with all materials collected after a complaint the Commission prepares:

- conclusions and proposals according to the norms of existing legislation in accreditation field and documents or NAAU management system for the Chairman of NAAU;
- a draft answer to complainant about questions arose in the complaint;
- a draft plan of corrective and/or preventive actions (if necessary).

4.3.5 The draft answer with all available documents are given to the Chairman of NAAU.

## 4.4. Corrective and/or preventive actions

4.4.1. After making the final decision concerning complaint, in case of need corrective and/or preventive actions are carried out.

4.4.2. Corrective and preventive actions and estimation of their effectiveness are carried out according to the procedure P-06.08.01 "Corrective and preventive actions".

## 4.5. Informing complainant about results of complaint processing

4.5.1. Within 3 days from the date of decision making concerning the complaint, a written answer is to be sent to the complainant.

4.5.2. The answer must contain reference to the normative acts (including accreditation questions) and/or the management system of NAAU.

## 4.6 Term of complaint processing

4.6.1. Complaints is examining and investigating on term not more than one month from the day of their receipt.

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|---------------------------------------|------------------------------|----------------------------|--------------|---|
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|                                       |                              |                            | Total number | 4 |

4.6.2 If it is impossible to solve issues of complaint within a month, the Chairman of NAAU or person acting for him determines a needed term for its investigation, a complainant is informing about it. Meanwhile, the total period of complaint processing shall not exceed 45 days.

#### **4.7 Documenting of complaint processing and archiving documents**

4.7.1. After completing of the process the complaint investigation is to be documented by the responsible for its processing.

4.7.2. The documents are kept in NAAU according to the set term.

4.7.3. The person responsible for the quality bears responsibility for archiving of the documents.

### **5 Responsible for the process**

5.1. The quality manager bears responsibility for the process.

### **6 References**

7.1. "NAAU Instruction of record keeping.

7.2. Procedure "Corrective and preventive actions" (P-06.08.01).

### **7 Developer**

Chief of the Sector for Legal  
and Stuff Support

V.Gavrishko

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|--|------------------------------|----------------------------|--------------|---|
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