



International Association for Assessment Board Inc. (IAAB)

IAAB Guideline for Complaint Handling

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0. Introduction

IAAB has described the complaint handling process for AB, CB and stakeholders

1. Scope

- This procedure applies activities of IAAB.

2. Normative references

- IAAB Guideline, Standards & policies.

3. Terms and definitions

AB	Accreditation body
CB	Certification Body
IAAB	International Association for accreditation board
Stakeholders	Interested Parties

4. Complaint Process

Receipt of complaint	The IAAB shall record the complaints received from AB / CB or various stakeholders.
Review	Review the complaints for its nature such as High Impact, Medium Impact and Low Impact based on analysis select the appropriate team.
Decision for acceptance	Based on review accept or reject the complaint within 7 working days.
Action plan	Plan for the actions to be implemented to prevent the reoccurrence of complaints including immediate correction to the complaint. Acknowledge the receipt of complaint the complainer.
Timeline	Duration of Complaints handling reference in Annexure 01
Implement	Implement the action plan immediate after the approval of plan from Complaint handling team.
Review	Review the implemented action plan for progress
feedback	Gather feedbacks on the action taken by Complaint handling team
Closure	Close the complaints within the target periods as agreed
Record	Update the required record as necessary
Analysis	Analysis the root cause of complaints by Complaint handling team
Review with management	Review the trend of received complaints in the management review meeting.
Notify	The IAAB Secretary shall notify the complainant in writing and the final outcome of the complaint.

Annexure 01: Duration of Complaints handling

High Impact	Min. 30-60 working days or ASAP
Medium Impact	Min. 60-90 working days or ASAP
Low Impact	Min. 90-120 working days or ASAP



FURTHER INFORMATION

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