



# COMPLAINTS AND CLAIMS PROCESSING

| PROCESS N° | LSTI – 10, AVENUE ANITA CONTI – 35400 SAINT-MALO<br>SAS AU CAPITAL DE 37 000 € - SIREN 453 867 863 RCS DE SAINT-MALO<br>© COPYRIGHT 2017 - WWW.LSTI-CERTIFICATION.FR<br>+ 33(0) 2 72 88 12 45 | VERSION | LAST<br>UPDATE | PAGE |
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# 1 PURPOSE

This process describes LSTI’s Complaints and Claims’ management. “Complaints” and “Claims” shall be understood as:

- Any dissatisfaction made by a third party, concerning a certified LSTI client (Complaints),
- Any dissatisfaction made by a certified LSTI client, against LSTI’s operation (Claims).



References:

- ISO/IEC 17021-1 « Requirements for bodies providing audit and certification of management system »
- ISO/IEC 17024 « General requirements for bodies operating certification of persons »
- NF EN 17065 « Requirements for bodies certifying products, processes and services »

# 2 COMPLAINTS AND CLAIMS PROCESSING

## 2.1 RECEPTION AND VALIDATION

The complainant must submit a written Complaint or Claim (mail, letter) to LSTI, which will acknowledge receipt as soon as possible.

Complaints and Claims shall be recorded in the Quality database. After what a file on the server is created where the dispute details are saved (File DT045 - Complaints and Claims shall be used if required).

The Complaint or Claim shall be recorded by the person who received the notice. The Quality Manager is in charge of their centralization. Any dispute shall be submitted in due time to the Company Management, regarding its urgency and gravity estimated by the Quality Manager. The Quality Manager shall decide on the means of action to be taken after analyzing the causes of the Complaint or Claim.

The persons involved in the Complaint or Claim shall not be the persons who respond to the Complaint or Claim if there is a risk for the impartiality of the investigations. To guarantee the impartiality of the decisions, President and Vice-President of the CC shall be solicited, as well as CDP members if the dispute comes from a certification of persons.

The complainant shall be informed all through of the Complaints and Claims process (with receipt, progress report and results).

## 2.2 COMPLAINTS

When a justified Complaint is raised against a certified client, the organization concerned by the Complaint is notified. Then, LSTI shall initiate an investigation in accordance with the certification regulations, to verify the conformity of the Complaint. The investigation shall verify the conformity of the system or service to the certification issued requirements.

In case of proven non-conformity, the certification or qualification may be suspended or withdrawn. If the Complaint relates to the use of the trademark, then, the certification regulations chapter relating to the trademark rules shall apply.

LSTI shall inform the Complainant of the Complaint progress, either regularly, in corrections or corrective actions’ case that require time, or at the end of the treatment in corrections or immediate corrective actions’ case.

LSTI reserves the right to communicate any non-confidential information relating to Complaints to third parties. The complainant's confidentiality is ensured when requested.

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LSTI reserves the right to schedule an audit at short notice<sup>1</sup> to verify that corrective actions has been taken by the organization in regards the Complaint's object.

## 2.3 CLAIMS

When a Claim relates to LSTI's operation, it is duly registered on the Quality database with relevant details recorded in the file (DT045).

The Claim shall be presented to the Company's management under the same conditions as Complaints against certified clients. After an analysis of the cause, the severity and the frequency of the Claim, a correction and a corrective / preventive action (s) shall be suggested by the person in charge of the service concerned. These actions, once agreed by the Quality Manager, shall be managed in accordance with the process Q019 - Identification and management of non-conformities.

## 2.4 COMPLAINTS AND CLAIMS FOLLOW-UP

The Quality Manager shall be responsible for the follow-up of the disputes until the problem is solved. The Complaint and Claim treatment could involve another person designated by the Company's Direction.

The Complaints and Claims final report shall be presented by the Quality Manager in a management revue.

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<sup>1</sup> Short notice audits are defined in the certification's regulations.

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