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	Document Title: Customer Complaints Handling Procedure		Issue No.: 01	Page No.: Page 1 of 5

ISSUE HISTORY			
Issue	Description of Change	Originator	Effective Date
01	Initial Release	Taskforce	November, 2024

REFERENCE DOCUMENTS	
Document Number	Document Title
ISO 9000:2015	Quality management System Requirements, Fundamentals and Vocabulary
ISO 21001:2018	Educational Organization Management System - Requirements

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1. PURPOSE

To handle employees and other client's complaints properly and treat them with the objective of improving the service of ALATVT College.


2. SCOPE

The Procedure covers all complaints of employees and other client's that are related to the services of ALATVT College.

3. PROCESS OWNER

Good Governance and Change Executive

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5. DEFINITIONS AND ABBREVIATIONS

5.1 Definitions

For the purpose of this procedure, in addition to the terms and definitions given in ISO 9000:2015, the following definitions shall apply.

Customer: Person or Organization using the services and products of ALATVT College

Management System: System to establish policy and objectives and to achieve those objectives.

Requirements: Need or expectation that is expressed customarily implied obligatory.

Non Conformity: Non fulfillment of a requirement.

Complaint: any non-conformity or dissatisfaction reported by external and internal customers.

Complaints Originator: Either an individual or an organization reporting complaints.

Act: Primary responsibility allocated to a person or group of persons to accomplish a specific process/activity, which results in a specific output

Involved: Contributory responsibility allocated to a person or group of persons to accomplish a specified process/activity, which results in a specified output.

5.2 Abbreviations

CA: Corrective actions

FLW: Flow Chart

CD: College Dean

ICE: Good Governance and Change Executive

OF: Operating Forms


OP: Operating Procedure

RC: Record Custodian

TQR: Training Quality and Relevance

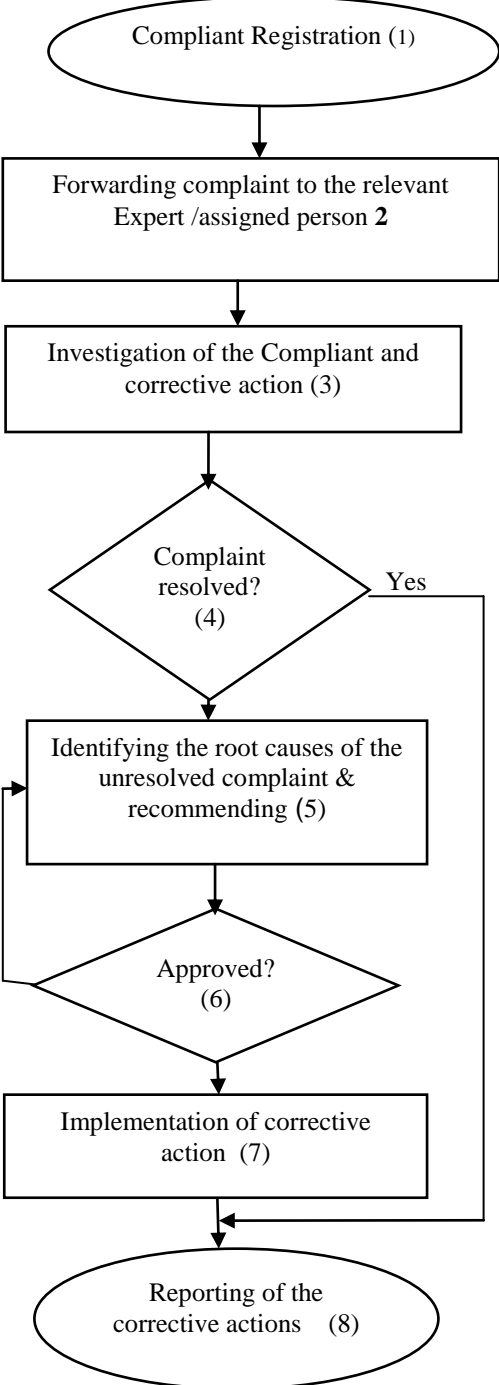
GC:: Grievance Committee

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6. PROCEDURE

6.1 Process flowchart

Input	Process Steps	Output	Responsibility
1. Customer Complaint Application Form, OF/ALATVTC/CD/005 2. Registered Complaints OF/ALATVTC/ICE/014 3. CA initiated, Guideline, 4. Investigated complaints 5. Reviewed CA report 6. Identified root causes Recommended CA 7. Approved CA 8. Settled complaints	 <pre> graph TD A([Compliant Registration (1)]) --> B[Forwarding complaint to the relevant Expert /assigned person 2] B --> C[Investigation of the Compliant and corrective action (3)] C --> D{Complaint resolved? (4)} D -- Yes --> H([Reporting of the corrective actions (8)]) D -- No --> E[Identifying the root causes of the unresolved complaint & recommending (5)] E --> F{Approved? (6)} F -- Yes --> G[Implementation of corrective action (7)] F -- No --> E G --> H </pre>	1.Registered complaints 2. Forwarded complaints 3. Investigated complaints and CA taken 4.Reviewed Corrective action 5. Identified root causes 5.Recommended CA 6.Approved CA 7.Settled complaints 8.Complaints resolution report	1. CD, ICE 2. ICE 3. Assigned Expert 4. ICE 5. GC 6. CD 7. Assigned Expert 8. ICE


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6.2 Description of process steps

FLW	Process steps Description
1	All complaints shall be directed to and registered by the ICE regardless of their origins. The ICE shall confirm whether the complaints are relevant before recording in the registration form. The complaint shall fill in the complaint application form OF/ALAATVTC/CD/005 and sign it. The ICE acknowledges the complainant on receipt of complaints and provides him/her with progress report and the outcome whenever possible.
2	The filled form, OF/ALAATVTC/CD/005, shall be forwarded to the relevant expert for investigation. Complaints reported against the ICE shall be forwarded to the College Dean and resolve as per the corrective and preventive action procedure. If the complaint is about the service, it shall be referred to the service in question at appropriate time. The ICE shall ensure that the persons engaged in the handling process of complaints must be different from those who carried out the audits or inspections.
3	The assigned expert shall investigate and determine whether the complaint is justified and in particular, to identify any aspects of the quality management system whose failure or weakness gave rise to the circumstances leading to the complaint. Corrective action shall be initiated by the relevant expert if the complaint is justified corrective action is taken as per corrective and preventive action Procedure. The findings of the complaint and suggested corrective actions shall be reported to the ICE for reviewing.
4	The ICE shall review and verify the suggested corrective action report and make decision on the complaint, if necessary he/she may give instruction for further actions.
5	The Grievance Committee shall discuss with the concerned expert/custodian and the client to find root causes of the unresolved complaint and propose necessary corrective actions. The GC shall find the root cause of complaint reported against plan, reputation and policy issue of the respective department.
6	The College Dean shall: <ul style="list-style-type: none"> • Approve the recommended corrective actions are relevant and adequate to the degree of non-conformity. • Ensure that the corrective actions are implementable • Ensure that necessary resources are available for effective implementation.
7	The relevant expert shall implement the recommended corrective actions to settle the unresolved complaints. The ICE shall implement corrective actions for complaints reported against plan.
8	The ICE shall notify whatever the results obtained during the case analysis and the discussions made to the clients or other parties or staff within 10 days from the date of receipt. The ICE shall produce a final report on corrections taken to settle the reported complaints.

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6. RECORDS

- Registered complaints list
- Complaints resolution report
- Completed Customer Complaint Application Form

7. RELATED DOCUMENTS

Document No.	Document Title
OF/ALATVTC/CD/018	Non-conformance Report Form
OF/ALATVTC/CD/020	Corrective Action Plan
OF/ALAATVTC/005	Customer Complaints application Form
OF/ALATVTC/CD/021	Complaint Registration form
OP/ALATVTC/CD/004	Corrective Actions Procedure

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