

1.0 TITLE: GMCS COMPLAINT PROCESS

2.0 PURPOSE: To provide guidelines to clients and GMCS personnel on the handling of complaints regarding GMCS certification processes and personnel.

3.0 RESPONSIBILITY: Clients and GMCS personnel are responsible for following this procedure.

4.0 SCOPE: This procedure applies to all Complaints filed by GMCS clients. (NOTE: This procedure DOES NOT apply to Appeals which are handled separately under procedure GMCS-APP-0001).

5.0 QUALITY OBJECTIVE: To review the Complaint within thirty (30) calendar days of the Complaint being filed and decide on whether Corrective Action is necessary.

6.0 REFERENCE DOCUMENTS: GMCS Corrective Action Procedure

7.0 PROCEDURE:

A. Complaints from GMCS clients may be provided verbally, via mail, email, or through the GMCS web site.

B. The Complaint is logged into the Complaint Log maintained by GMCS.

C. The President reviews all Complaints and determines if Correction and/or Corrective Action are necessary. In the event that the President is also the auditor for a client who files a complaint, the President cannot be involved in the review or determination of correction and/or corrective action. Instead, the President shall appoint a GMCS employee/contractor who is independent from the client to review such complaints.

D. If the Complaint has no validity, the Complaint is closed-out on the Log.

E. If it is determined that the Complaint is an isolated occurrence, the President (or his designee if the President is involved as an auditor with the client) may initiate correction to ensure the Complaint is resolved. If it is determined that the Complaint is widespread or could be repeated in the future, the President will initiate Corrective Action in accordance with GMCS Corrective Action Procedure.

Government and Military Certification Systems, Inc.

F. The President is responsible for maintaining and updating the Complaint Log.

REV 1; 1/15/2015
Issued By: LAB
GMCS-CP-0001

1200 G Street, NW, Suite 800
Washington, DC 20005
(202) 351-6837