

TSI Quality Services



**Complaints Standard Operation Procedure**

### 1. Purpose:

This procedure outlines the steps TSI takes to handle complaints related to certified clients.

### 2. Scope:

This procedure is applicable for all complaints reported by TSI clients.

### 3. Responsibility:

All TSI team members can receive the complaint report, the Quality Director is responsible to verify, investigate and follow up the correction(s) and corrective action(s) were taken. All the complaints based on the following procedure.

All complaints shall be handled confidentially.

### 4. Procedure:

#### 4.1. Complaints process

Step	Details	In-charge	Related Documents	Remarks
1	Receive a complaint from client.	Admin	TSI-QMS-F-03-02_Complaints_Template	You can download using the link: <a href="http://www.tsiquality.com/wp-content/uploads/2018/01/TSI-QMS-F-03-01_Complaints_Template.doc">http://www.tsiquality.com/wp-content/uploads/2018/01/TSI-QMS-F-03-01_Complaints_Template.doc</a>

2	Complaint validating and investigating.	QD/ QD Deputy	TSI-QMS-F-03_Complaints_Template	<ul style="list-style-type: none"> <li>- <i>If the Quality Director was involved in the complaint; then the Operations Director will lead the investigation.</i></li> <li>- <i>QD/ OD will be responsible to gather and verify the information.</i></li> <li>- <i>If the complaint relates to a certified client, then the effectiveness of the client's menu-safe system shall be considered.</i></li> <li>- <i>Any valid complaint about a certified client shall also be referred by TSI to them at an appropriate time.</i></li> </ul>
3	Take the necessary actions, update it in record and send the pdf version to TSI Admin.	QD Deputy	TSI-QMS-F-03_Complaints_Template	<i>Actions taken shall not result in any discriminatory actions against the appellant.</i>
4	Communicate the result to the client (if possible)	Admin		- <i>Formal notice via email.</i>
5	<i>Determine, together with the certified client and the complainant, whether and, if so to what extent the subject of the complaint and its resolution shall be made public.</i>	Admin.		