



Contents

1.	Objective	2
2.	Definition	2
3.	Scope	2
4.	Responsibility	3
5.	Complaints.....	3
6.	Appeals	4
7.	Disputes.....	5
8.	Financing the Complaint, Appeal and Dispute	5
9.	Records.....	6
	Annexure A	7
	Annexure B.....	8

+



1. **Objective**

- 1.1. To set forth the procedure for handling complaints, appeals and disputes about NABET or NABET Applicant/Accredited bodies received directly or indirectly by NABET. The objective is to drive maximum benefit from such complaints and appeals by instituting an enquiry or taking suitable corrective action and quality improvement wherever necessary.

2. **Definition**

- 2.1. AC- Accreditation Committee-Formed by NABET for the purpose of decision of Accreditation and feedback/suggestions on accreditation process.
- 2.2. Appeal-Request by an applicant/accredited body for reconsideration of any adverse decision made by NABET related to its desired accreditation status.
- 2.3. CEO-Chief Executive Officer of NABET
- 2.4. Complaint-Expression of dissatisfaction, other than appeal, by any individual or organization, to NABET, relating to the activities and/or staff of NABET or an accredited/applicant body, where a response is expected.
- 2.5. Dispute-Disagreement, arising from a complaint, submitted to a provider.

NOTE- Some organizations allow their customers to express their dissatisfaction to a provider in the first instance. In this situation, the expression of dissatisfaction becomes a complaint when sent to the organization for a response, and becomes a dispute if not resolved by the organization without provider intervention. Many organizations prefer their customers to first express any dissatisfaction to the organization before utilizing dispute resolution external to the organization. (Refer- ISO 10003:2007)
- 2.6. NABET-National Accreditation Board for Education and Training
- 2.7. NABET Applicant/Accredited bodies - Organization or body that can be the object of accreditation Eg.-Conformity Assessment Bodies (CABs).

3. **Scope**

- 3.1. This procedure applies to all complaints/disputes/appeals regardless of source ,made about NABET, its representation or NABET Accredited Bodies, including but not limited to:
 - a) Internal Customers
 - b) Customers of Accredited Bodies
 - c) Any individual or entity which has a complaint regarding NABET
 - d) Any Applicant/Accredited Body who complain about the conduct of NABET employees including Assessors, Experts etc.



- e) Any other interested party.

4. Responsibility

- 4.1. CEO is responsible for handling complaints/Appeals/Disputes made about NABET, NABET Accredited bodies and customers of bodies’.
- 4.2. For complaints/appeals/disputes relating to CEO, Secretary General QCI and NABET Board will be responsible for processing and resolving these.

5. Complaints

- 5.1. Complaint can be made by any person or body against the following:
- a) NABET, its staff, its operation and/or procedures.
 - b) The assessors, experts, committee members of NABET.
 - c) Assessment process followed by the assessors and/or by NABET
 - d) Quality of assessment.
 - e) Accredited Body.
 - f) Accredited organizations for misuse of the accreditation status either in scope or in use of the Accreditation Symbol, including making of fraudulent reports.
- 5.2. The complaint must be made in writing to the CEO(ceo.nabet@qcin.org or at the NABET address) with complete details of the complainant (name, address, organization etc.) and description of the problem with specific references along with documentary evidences preferably.
- 5.3. The complaint details are reviewed for its completeness and NABET will acknowledge the complaint within 14 days (excluding postal time) with brief details on the approach for addressing the complaint. In case any additional information is needed, the complainant shall be asked for the same. If the complaint does not fall under the domain of NABET, the complainant shall be informed of the same while providing possible assistance like referring the complaint to concerned body/organization.
- 5.4. If the complaint has no details of the complainant or the description is not adequate, NABET reserves the right of dealing with the complaint as deemed fit.
- 5.5. In case the complaint pertains to other accreditations but relates to NABET accredited organizations, then the concerned body is informed and efforts are also made to seek information from the organization. Based on any inputs received from the concerned body, the complainant is advised to follow up with the accreditation body.
- 5.6. The status of the complaint is informed to the complainant time and again including its closure.
- 5.7. If the complaint is against the non-compliance of assessment criteria by a NABET applicant/accredited body, then NABET shall encourage the complainant to utilize the procedure for complaints of the respective body. If the complainant insists and the body agrees then NABET may carry out the investigation. The report of the analysis is sent to both the parties along with the invoice (refer clause 8) as applicable to recover the cost of such complaint analysis.



- 5.8. In case the complaint pertains to an accredited body, the complaint would be referred to the accredited body for possible resolution. If the complainant is not satisfied with the response of the body, the complaint would be taken up further.
- 5.9. In case the complaint is received through some other organization/stakeholder, and not directly from the related individual, then the organization would be briefed of the outcome at the end of the complaint redressal process.
- 5.10. The CEO will follow each complaint to conclusion and initiate possible corrective actions if any. Effectiveness of such actions would be assessed and reported in the management review meetings.
- 5.11. In case one accredited body complains about other accredited body without any substantial issue due to business competition suitable action may be taken against complainant.
- 5.12. The information/records relating to complaints shall be maintained.

6. Appeals

- 6.1. Any person or body can file an appeal against the decision of NABET to the Chairman of NABET through the CEO under following cases:
 - a) Refusal to accept an application
 - b) Refusal to proceed with assessment
 - c) Corrective action requests.
 - d) Changes in accreditation scope.
 - e) Decisions to deny, suspend or withdraw accreditation.
 - f) Any other action that impedes the attainment of accreditation.
- 6.2. The appeal must be filed in writing within thirty days of the decision of NABET along with all the necessary documents in support of the appeal.
- 6.3. The CEO verifies the documents for completeness and may ask for additional documentary support if necessary. Once the documents are complete, the CEO acknowledges the receipt of the appeal and forwards the same to the Chairman of NABET. The Chairman has the right to either disallow the appeal or to form an Appeal Committee based on the merit of the contents of the appeal.
- 6.4. The Appeal committee is headed by one of the Board Members nominated by the Chairman through CEO. The nominated head of the Appeals committee is allowed to take two members out of the assessors, staff or experts of NABET as member and is also allowed to invite other outside members as necessary to discharge the appeal. It would be ensured that the members had not been involved in the subject matter of the appeal.



- 6.5. The Committee may ask the appellant to present the facts in person to the appeals committee if necessary or if so desired by the appellant.
- 6.6. The appeals committee may ask any of the staff, committee and empaneled assessors for the facts to help in discharging the appeal based on facts.
- 6.7. Where available assessment report / data is/are not sufficient to take a decision; the Appeals Committee may recommend an onsite verification, which shall be organized by the NABET Secretariat. It shall be ensured that the same assessors who had assessed the CAB in the earlier assessment or any person who was involved in the adverse decision or appeal committee member shall not be a part of the assessment team. The appellant shall bear the expenses for on site visit, regardless of the outcome of the appeal.
- 6.8. The appeal committee gives its recommendation to the Chairman of NABET for necessary action to discharge the appeal to the satisfaction of the appellant and regarding the corrective actions, if any, that must be taken to avoid such recurrences. The Chairman will give the decision on the appeal based on the recommendation by the appeals committee. The decision of the NABET Chairman in this regard will be final and shall be communicated to applicant/accredited body
- 6.9. NABET shall take follow up actions time & again and shall maintain the record of all appeals, final decision and of all follow-up actions taken.

7. Disputes

- 7.1. The disputes about the accreditation system, assessment process etc. should be forwarded to the CEO in writing along with the information on the issue supported by the documentary evidence. The action taken by the interested parties involved in the dispute shall also be enclosed along with the dispute.
- 7.2. NABET will acknowledge the Dispute and may indicate the approximate time required to resolve the same.
- 7.3. The details of the Dispute are forwarded to either the Accreditation Committee Chairman or the Technical Committee Chairman as appropriate for their comments and decision. The respective committee chairman may consult any of the committee members, experts or assessors.
- 7.4. The decision on the dispute shall be forwarded to the person or body by the CEO.

8. Financing the Complaint, Appeal and Dispute

- 8.1. Each request for appeal must be accompanied with Demand Draft as per the fee structure, payable in favor of "Quality Council of India" to partially offset the cost of hearing of such requests.
- 8.2. If the resolution of the Complaint, is done without undertaking any travel or additional assessment, no financing will be needed for such resolutions. If the resolution calls for undertaking travel and assessment, the cost will be borne by the defaulting party.



- 8.3. Complaints by individual customer against an applicant/ accreditation body, individual customer will not be asked to pay for any cost of the resolution of the complaint. The cost will be financed by any of the defaulting entity.
- 8.4. In case of complaint by an applicant/accredited body against the other accredited body, the body that is registering the complaint will be asked to give an undertaking that they will provide for the travel and assessment (if needed).

9. Records

- 9.1. CEO would maintain a record of all complaints, disputes and appeals received, actions taken, corrective actions, if any, and their effectiveness. These records would be maintained for a period of 6 years.



Procedure for Complaints, Appeals and Disputes

NABET:SCD:PR:03

Annexure A

List of Records

Sr.No.	Document Number	Document Name	Persons Authorized to Access	Retention Period	Storage Location/Protection Method	Disposal	Remarks
1.	NABET:SCD:FR:16	Complaint Tracker	CEO and staff of Skill certification division (Sr. Director, Director, AO, EO, EOT)	6 years	QCI server Skill Certification Password protected/ Respective file in Skill certification division Almira	Soft copy will be deleted and hard copy will be shredded	
2.	NABET:SCD:FR:17	Appeal Tracker	CEO and staff of Skill certification division (Sr. Director, Director, AO, EO, EOT)	6 years	QCI server Skill Certification Password protected/ Respective file in Skill certification division Almira	Soft copy will be deleted and hard copy will be shredded	
3.	NABET:SCD:FR:18	Dispute Tracker	CEO and staff of Skill certification division (Sr. Director, Director, AO, EO, EOT)	6 years	QCI server Skill Certification Password protected/ Respective file in Skill certification division Almira	Soft copy will be deleted and hard copy will be shredded	



Annexure B

Amendment Record

S.No.	Authorized Person	Amendment	Date of Amendment
1	CEO, NABET	Retention period increased from 5 years to 6 years	15.01.2016