
















Doc. No.: 01 MA 01 R 0	The algorithm of Request for complaint/ appeal again	 Management Systems Certification Services Management Systems Certification
Effective: 03 / 01 / 2024		

**The purpose of this algorithm is to describe the steps related to the complaint and appeal. The first line in the responsible column and the related document is related to the complaint and the second line is related to retrial.**

Relevant degree	Responsible	Algorithm	Description	Number
	Customers/beneficiaries	Customer ↓	Announcing the complaint requesting reconsideration (written , verbally, by email, by phone, etc.)	1
Complaints and suggestions registration form 02 FM 16 Reconsideration request registration form 06 FM 47	Responsible recipient	 ↓	Registration and declaration of receipt	2
Complaints and suggestions registration form 02 FM 16 Reconsideration request registration form 06 FM 47	Management Representative Deputy of audit and certification	 ↓	Complete the basic specifications of the subject (Determining a unique number)	3
Complaints and suggestions registration form 02 FM 16 Reconsideration request registration form 06 FM 47	Management Representative Investigation committee	 ↓	Review of the submitted matter	4
Complaints and suggestions registration form 02 FM 16 Reconsideration request registration form 06 FM 47	Management Representative Investigation committee	Yes  No	Is it acceptable?	5
Complaints and suggestions registration form 02 FM 16 Reconsideration request registration form 06 FM 47	Management Representative Investigation committee	 ↓	Filing if the subject is not entered and returning to the relevant office (Calling the customer and explaining about not including the subject of the complaint)	6
Complaints and suggestions registration form 02 FM 16 Reconsideration request registration form 06 FM 47	Management Representative Investigation committee	 ↓	Determining the issue and appointing the person responsible for answering	7
Complaints and suggestions registration form 02 FM 16 Reconsideration request registration form 06 FM 47	Management Representative Investigation committee	 ↓	Evaluation and determination of the respondent	8
Complaints and suggestions registration form 02 FM 16 Reconsideration request registration form 06 FM 47	Management Representative Investigation committee	 ↓	Referral to the person in charge to solve the issue	9
Complaints and suggestions registration form 02 FM 16 Reconsideration request registration form 06 FM 47	The designated person to fix the issue	 ↓	Take action to resolve the issue and notify the referrer	10
Complaints and suggestions registration form 02 FM 16 Reconsideration request registration form 06 FM 47	Management Representative Deputy	 ↓	Informing the customer/beneficiary	11
Corrective action request form 02 FM 03	Management Representative	 ↓	Take the required corrective action	12
Analytical reports	Management Representative	 ↓	Periodic analysis of results	13
-	-	 ↓	End	14