



# National Accreditation Board for Testing and Calibration Laboratories (NABL)

## Procedure for Dealing with Complaints related to NABL and its activities/ services

ISSUE NO.: 01  
ISSUE DATE: 06-Jul-2020

AMENDMENT NO.: --  
AMENDMENT DATE: --

## AMENDMENT SHEET

S. No.	Page No.	Clause No.	Date of Amendment	Amendment	Reasons	Signature QA Team	Signature CEO
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

# CONTENTS

S. No.	Title	Page No.
	Amendment Sheet	1
	Contents	2
1.	Scope	3
2.	Responsibility	3
3.	Complaint Handling Process	3

## 1. SCOPE

- 1.1. This document describes the process of dealing with complaints received from various sources on issues related to NABL and its activities/ services. The process includes receiving, evaluating and making decisions on complaints.

## 2. RESPONSIBILITY

- 2.1. Member Secretary, NABL Board (CEO, NABL) is responsible for receiving, validating, investigating the complaint and deciding the actions thereon.
- 2.2. Chairman, NABL Board is responsible for receiving, validating, investigating the complaint and deciding the actions thereon against CEO, NABL.
- 2.3. NABL will be responsible for all decisions at all levels of the complaints handling process.

## 3. COMPLAINT HANDLING PROCESS

- 3.1. Complaint against NABL and its activities/ services is to be sent to CEO, NABL either through letter or email ([ceo@nabl.qcin.org](mailto:ceo@nabl.qcin.org)). If the complaint is against CEO, NABL, then it is to be sent to Chairman, NABL ([chairman@nabl.qcin.org](mailto:chairman@nabl.qcin.org)).
- 3.2. All complaints against NABL and its activities/ services are registered by CEO, NABL.
- 3.3. Complainant will be acknowledged within 15 days from receipt of complaint.
- 3.4. An independent committee may be constituted within 15 days to deal with complaints related to its activities/ services of NABL depending upon the nature of the complaint.
- 3.5. The committee will be responsible for gathering and verifying all necessary information to validate the complaint. The committee may seek clarification from the person(s) concerned and investigate the matter within 60 days. If required, the committee may include expert(s) as member(s) to help the Committee.
- 3.6. If information provided in the complaint is inadequate for initiating any investigation and the complainant is not able to provide minimum required information; the complainant will be informed accordingly and no further action would be taken. Complaint will be treated as closed.
- 3.7. If the complaint investigation is taking time beyond 90 days, then progress report (interim actions) would be provided to the complainant.
- 3.8. The committee will review and approve the decision to be communicated to the complainant.
- 3.9. The complainant will be informed about the outcome of the complaint investigation and action taken by NABL (if any). Thereafter the complaint will be treated as closed.

National Accreditation Board for Testing and Calibration Laboratories				
Doc. No.: NABL 132A	Procedure for Dealing with Complaints related to NABL and its activities/ services			
Issue No.: 01	Issue Date: 06-Jul-2020	Amend. No.: --	Amend. Date: --	Page No.: 3 of 4

- 3.10. Investigation and decision on complaints will not result in any discriminatory actions against the complainant (person who has made the complaint).
- 3.11. All such complaints will be reported to NABL Board/ Chairman, NABL.

<b>National Accreditation Board for Testing and Calibration Laboratories</b>				
Doc. No.: NABL 132A	Procedure for Dealing with Complaints related to NABL and its activities/ services			
Issue No.: 01	Issue Date: 06-Jul-2020	Amend. No.: --	Amend. Date: --	Page No.: 4 of 4

**National Accreditation Board for Testing and Calibration Laboratories (NABL)**

**NABL House**

Plot No. 45, Sector 44,  
Gurugram - 122003, Haryana  
Tel. no.: 91-124-4679700 (30 lines)  
Fax: 91-124-4679799  
Website: [www.nabl-india.org](http://www.nabl-india.org)