National Accreditation Board for Testing and Calibration Laboratories (NABL)

Procedure for Dealing with Complaints

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AMENDMENT SHEET

S. No.	Page No.	Clause No.	Date of Amendment	Amendment	Reasons	Signature QA Team	Signature CEO
1	3	1.2	03-Jun-2020	Following text added "The complaints can be received from any source including information from regulators / government department against the competence related issues in the services provided by the CAB. Complaints can also be received at NABL vide any of the means like letters, e-mails, telephones (to be followed by written complaints), even relevant references appearing in print media".	Specified the mode of complaints	-sd-	-sd-
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1. INTRODUCTION

1.1. This document describes the process of dealing with complaints received from various sources which includes issues related to competence of accredited Conformity Assessment Bodies (CAB) like Testing Laboratory/ Calibration Laboratory / Medical Testing Laboratory / Proficiency Testing Provider (PTP) / Reference Material Producers (RMP). Also, NABL is open to receive feedbacks about its accreditation services.

1.2. Complaint against Conformity Assessment Body (CAB) can be registered at the NABL website www.nabl-india.org. The complaints can be received from any source including information from regulators / government department against the competence related issues in the services provided by the CAB. Complaints can also be received at NABL vide any of the means like letters, e-mails, telephones (to be followed by written complaints), even relevant references appearing in print media.

Note 1: Complaint is expression of dissatisfaction, other than appeal, by any person or organization, relating to its activities or of an accredited conformity assessment body, where a response is expected while feedback is the positive or negative expression by any person or organization against the services rendered.
Feedback on services provided by NABL can be submitted at the website which is monitored by CEO.

Note 2: Sources may include, but not limited to customers of CAB, Regulators / Government bodies, interested parties.

1.3. Anonymous complaints are also registered if prima facie they appear to be valid and having substance with supporting evidence.

1.4. All complaints are treated as confidential unless desired by Government or by law.

2. COMPLAINT HANDLING PROCESS

2.1. All complaints shall undergo initial scrutiny to determine whether they fall within the ambit of NABL accreditation activities and whether they are valid, based on which any of the following action shall be taken.

2.2. In case the issue pertains to the services availed by CAB customer from the CAB, the same will be forwarded to the CAB for redressal.

2.3. If a complaint is outside the ambit of NABL accreditation activities, the complainant shall be informed accordingly.

2.4. If information provided in the complaint is inadequate for any follow-up and the complainant is not able to provide minimum required information; the complainant will be informed accordingly and no further action would be taken.

2.5. If the complaint appears to be valid, and the initial information provided is sufficient for initial investigation; the same shall be taken up for further action.

2.6. The complainant will be acknowledged with unique complaint ID.

2.7. The Complaint Cell will collect information and analyze the findings and accordingly initiate process for adverse action, if the issues are found to be valid.

2.8. NABL will issue a show cause notice to the CAB before taking any adverse action. The CAB will be given an opportunity to send a representative (from staff only) for personal hearing to respond to the show cause notice given for initiating adverse action. If the CAB is suspended/ debarred, the procedure as per NABL 216 has be followed for re-enrollment.

2.9. No discriminatory action would be taken against the complainant irrespective of the decision after investigation on complaint.

2.10. The complainant will be informed about the action taken by NABL.

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