



AKREDITIMI I KOSOVËS
ACCREDITATION OF KOSOVO

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PROCEDURE ON COMPLAINTS

DAK-PM-005

APPROVED BY,

GENERAL DIRECTOR

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CONTENTS

1. PURPOSE	3
2. SCOPE.....	3
3. REFERENCES	3
4. GLOSSARY AND ABBREVIATIONS.....	3
5. RESPONSIBILITIES	3
6. DESCRIPTION OF PROCEDURE	3
6.1. Appointment of Committee for Handling the Complaint	3
6.2 Criteria for the members of the Committee for Handling the Complaint.....	3
6.3 Confidentiality	4
6.4 Handling of Complaints.....	4
6.5 Communication of the decision	4
6.6 Monitoring and analysis	5
7. ANNEXES	5
8. RECORDS	5
8. HISTORY	5

1. PURPOSE

This procedure describes the way the complaints are handled by DAK.

2. SCOPE

This procedure applies for the treatment of the complaints received by DAK as follows:

- the specific activities carried out by DAK's personnel;
- the activities carried out by the conformity assessment bodies accredited by DAK.

3. REFERENCES

This procedure is based on:

- Law no. 03 /L-069 on Accreditation and Law. 04/L 007 on amending and supplementing the Law no. 03 / L-069 on Accreditation.
- Standard of SK ISO/IEC 17011:20014 "General requirements for accreditation bodies which accredit conformity assessment bodies" (Paragraph 5.9 and 7.10).

4. GLOSSARY AND ABBREVIATIONS

For the purposes of this document, the terms and definitions given in the following documents applies:

- Law no. 03/L-069 on Accreditation and Law. 04 /L 007 on amending and supplementing the Law no. 03 / L-069 for accreditation,
- standard SK ISO/IEC 17011:2014.

5. RESPONSIBILITIES

The responsibilities of the personnel involved in the control of records are described in chapter 6 of this procedure.

6. DESCRIPTION OF PROCEDURE

6.1. Appointment of Committee for Handling the Complaint

The Committee for handling the Complaint is appointed by DAK's General Director and consists of 3 officials from DAK's staff, provided that they are not involved in accreditation files of the CAB's which submitted the complaint/to which the complainant refers to.

The General Director of DAK shall appoint one of the members as a Chairman and the other as members of the Committee.

6.2 Criteria for the members of the Committee for Handling the Complaint

The criteria based on which the members of the Committee for handling the Complaint are the following:

- shall be knowledgeable of DAK's procedures;
- shall be experienced in the accreditation standard for which the complaint was submitted;
- shall not have any conflict of interest with the complainant;
- shall not be involved in the respective accreditation file subject to complaint.

6.3 Confidentiality

The Members of the Appeal Commission shall declare any interest which may constitute a conflict with the complaint in which they are involved in and shall sign the declaration on confidentiality.

6.4 Handling of Complaints

The complaints are received and registered by Quality Manager.

General Director of DAK's appoints the members of the Committee based on the criteria mentioned in chapter 6.2.

The Committee for handling the complaint analysis the complaint and takes it into consideration in case it contains the following information:

- identification of the complainant (address, telephone, fax, e-mail);
- subject of the complaint;
- description on short of the situation;
- evidences submitted to support the complaint;
- evidence that the complaint was also submitted to the CAB, in case the complaint concerns the activity of the CAB;
- date of submitting the complaint;
- signature of the complainant, if the case.

DAK requests the complainant in writing to submit all the above mentioned information in case the complaint is not complete.

DAK informs the CAB on the received complaint.

In case all the information provided are complete, the Committee for handling the complaint meets, start analyzing the complaint and may decide:

- a) to request the complainant to submit additional information/records;
- b) to carry out an extraordinary assessment at the site of the CAB, if the complaint refers to the activity of a CAB.

DAK may invite the complainant to present its point of view on the respective complaint when the applicable normative documents are imposing this.

The Committee for handling the complaint records the conclusions of the meeting in a Minute. The conclusion is made on consent of all members.

6.5 Communication of the decision

Within three working days after the meeting of the Committee, the Chairman of the Committee shall prepare an answer to the complaint based on the conclusion drawn and shall submit it to the General Director of DAK for signing.

The complainant may decide to appeal the decision taken by the Committee for handling the complaint.

6.6 Monitoring and analysis

If from the process of complaints arises a need for undertaking a correcting action, it will be carried out according to the procedure DAK-PM-007 Internal Audit, chapter 6.5.

Effectiveness of the actions taken after a complaint are:

- assessed during the internal audit, if the complaint refers to DAK's activity or
- during the surveillance activities, if the complaint refers to the activities of an accredited CAB.

Quality Manager compiles a report on complaints. All correspondence arising from complaints are placed in a file of the respective complaints.

7. ANNEXES

N/A

8. RECORDS

- PM-005-FO1, Complaints register
- Complaint file (complaint, Commission appointment, correspondence etc.)

8. HISTORY

Date of Edition	Prepared by	Description of applied changes
3.06.2015	Banush Neziri	The entire document was changed