

Rules for Handling Complaints

VLAC-VR109 :2019

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Published October 26, 2019

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1. Scope

This document stipulates the policy and procedure for responding to complaints received by VLAC.

2. Policy

VLAC will prioritize complaints about accreditation activities over other operations.

3. Procedures

Respond to complaints by following the steps;

3.1 Complaint reception and handling treats complainants fairly without discrimination. If we receive a complaint from an accredited laboratory or an individual or organization that uses the accredited laboratory, we will immediately notify all of them and hold a complaint response meeting chaired by the Business Administration Manager.

3.2 Complaints are analyzed at the complaint handling meeting. Check whether the complaint is related to the certification activity, and if it is related to the certification activity, take the following measures depending on whether the target is a laboratory or our company.

-In the case of a complaint against a laboratory, after obtaining the consent of the complainant, notify the laboratory of the information regarding the complaint and request a response.

-In the case of a complaint against the Company, if necessary, investigate the cause of the complaint with the cooperation of the accreditation committee and other related parties, take appropriate measures, and report the progress of the complaint response to the complainant.

In the case of a complaint that is not related to the accreditation activity, the content of the complaint will be analyzed, the response will be discussed with the complainant, and corrective action will be taken.

Implementation details and progress report of complaint handling are notified to the all staff by business administration manager.

3.3 The content of the response to the complainant is determined by the department (personnel) that is not the subject of the complaint. We will refer to the initial response of the laboratory.

3.4 If corrective action is required, follow the corrective action procedure.

3.5 If a complaint is common to all of our accredited laboratories, we will explain and take

corrective action for all accredited laboratories.

3.6 Judgment of completion of complaint handling is based on agreement with the complainant

3.7 VLAC are responsible for grievances and decisions.

3.8 Keep a record of complaints. The following items shall be stated in this record.

- Date of receipt of complaint
- Complaint
- Content of complaint
- Grounds for determining that a complaint applies (or reasons for determining that a complaint does not apply)
- Cause of complaint

-Record of the complaint resolution process (communication with the complainant and related parties, investigation of the cause of the complaint, corrective action).

- Details of agreement with the complainant
- Completion date of grievance processing
- Necessary measures in the future (audit, interview, improvement, etc.)

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