

## **ADDITIONAL PROCEDURE FOR COMPLAINTS, APPEALS FOR RMC CERTIFICATION**

### **1. PURPOSE**

In addition to Document IAPMO-CAP-12 the requirements specified in this procedure shall apply.

### **2. SCOPE**

All customer complaints regarding activities carried out by the Certified Plants, are covered under this procedure.

### **3. RESPONSIBILITY**

- a) Managing Director is responsible for implementation and maintenance of this procedure.
- b) Director (Mechanical) and Manager Technical & Training investigate the complaint

### **4. Process for Complaint handlings**

4.1 The complaints received by the RMC plants from its customers will be considered as appropriate.

4.1.1 During each visit, plant shall be audited and report compliance to the findings. The register for complaints received by the customer shall be duly verified during each visit.

4.2 To consider any complaint regarding the activity of Certified Plant from any interested party.

4.2.1 The detail information regarding the certified RMC Plant shall be made available by the complainant

4.2.2 The complaint shall be evaluated

4.2.3 All decision shall be taken on the basis of evidences, any supplementary audit maybe conducted even with the short notice, for arriving at final decision

4.2.4 RMC plant must except such supplementary audits

4.2.5 The certification maybe suspended in case the Plant rejects such audits