# PROCEDURE ON COMPLAINT HANDLING



| Prepared by: | Reviewed by: | Approved by: |
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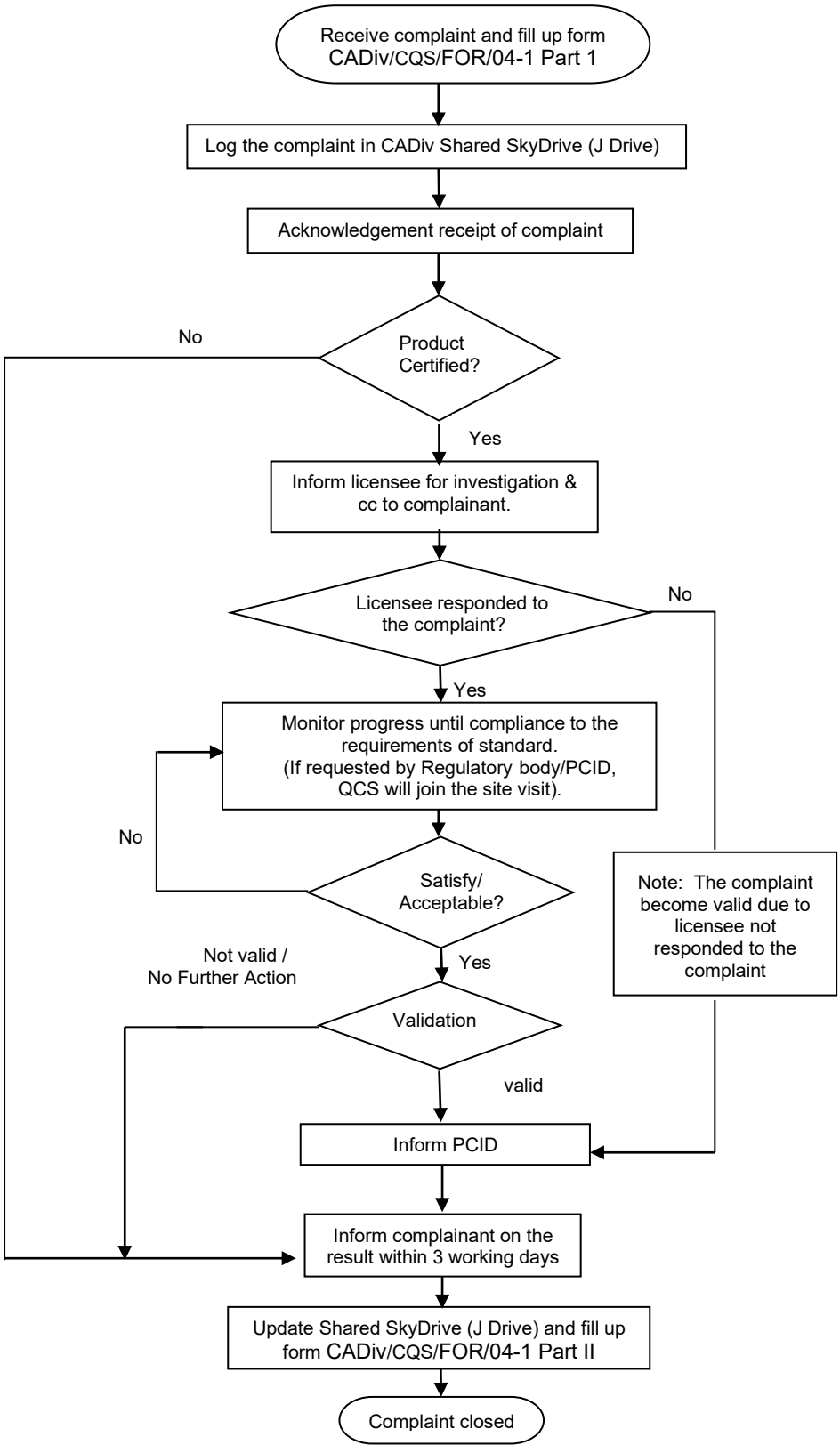
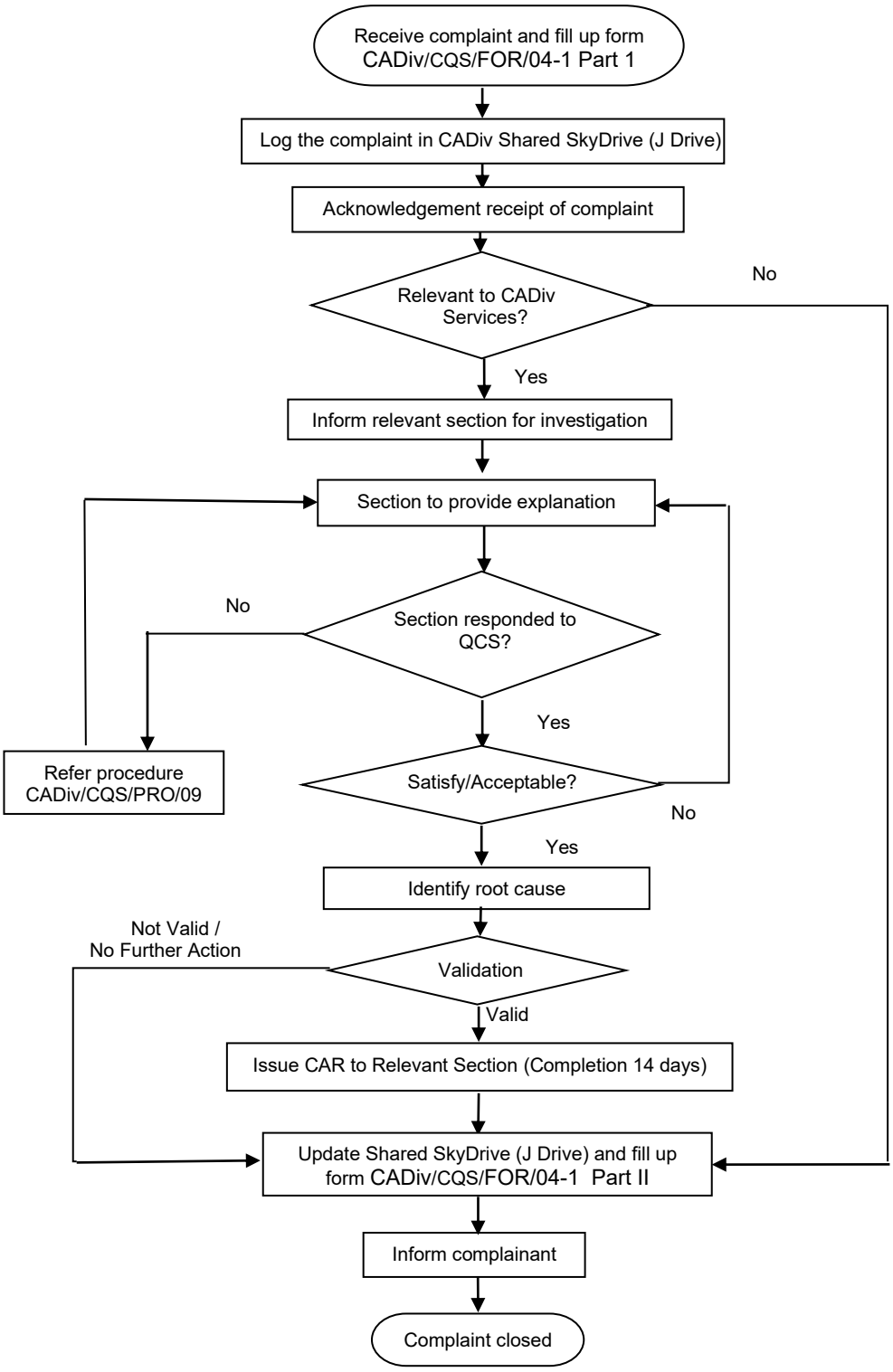
| Date: 15.07.2026 | Date: 15.07.2026 | Date: 15.07.2026 |

## Complaint on Type 1 and Type 5 (Product Certification)



## Complaint on services provided by Conformity Assessment Division



## 1.0 PURPOSE

1.1 To define how complaints are handled within Conformity Assessment Division (CA Div.).

## 2.0 SCOPE

2.1 This procedure is applicable to all complaints from external clients directed against the services provided by Conformity Assessment Division (CADiv.), sub-contractors, and its licensees.

2.2 This procedure shall be made available to the public.

## 3.0 REFERENCES

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| CADiv QM | Conformity Assessment Division Quality Manual |
| CADiv/CQS/PRO/09 | Procedure for Issuance of NCR to Staff |
| CADiv/ePCS/PRO/02 | Procedure for Maintaining Certification |
| CADiv/CQS/PRO/08 | Handling of Non-Conformities |
| ISO IEC 17065 | Conformity assessment – Requirements for bodies certifying products, processes, and services. |
| MS ISO IEC 17025 | General Requirements for the Competence of Testing and Calibration Laboratories |
| ISO IEC 17029 | Conformity assessment – General principles and requirements for validation and verification bodies |

## 4.0 DEFINITIONS

Complaint

1. Written feedback regarding failure of certified product under Product Certification of Conformity Assessment Division.

2. Written objection or disagreement involving the services provided by Conformity Assessment Division.

3. Written objection against registered Conformity Assessment Division licensees over incorrect references or misleading use of certification marks or misuse of validation/verification statement or any reference to certification & validation/

verification and to the services provided under the scope of certification & validation/ verification.

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| Licensees | Companies which are certified, validated & verified under the various schemes operated by Conformity Assessment Division. |
| Services | Inspection services, validation & verification services and certification services such as product certification etc. provided by Conformity Assessment Division. |
| External Client | A customer of a product or service who is not an employee or part of the company that supplies it. |

## 5.0 Details of Procedure

### 5.1 Receipt of Complaint

| | Action | Responsibility |
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| 5.1.1 | All complaints shall be directed to the Quality & Compliance Section of Conformity Assessment Division (CADiv.) as an independent party in handling of complaint. | All Sections |
| 5.1.2 | Note down the particulars of the complaint (including those received through website, ECHS, walk-in, email, letter, subsidiary) in Complaint Report Part One (CADiv/CQS/FOR/04-1). | QCS Executive |
| 5.1.3 | Record the particulars of the complaint received in the Complaint Register in Shared Drive (J Drive). | QCS Executive |
| 5.1.4 | Write to the complainant whenever possible to acknowledge receipt of the complaint immediately once received. If the acknowledgement of complaint is sent by email, copy to be cc to Head of QCS. The acknowledgement shall be responded within 24 hours. | QCS Executive |
| 5.1.5 | Complaint received through ECHS will be automatically replied by ECHS and escalated to QCS Head by Customer Experience Team. | GL ECHS |
| 5.1.6 | For complaint on faulty product, check from the eSCIS or eCEE (Electrical Consignment) and LMS on the status of the certification. | QCS Executive |

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| 5.1.7 | If the product is not certified, the complainant will be informed in writing, and the case will be closed. If the product is certified by SIRIM, go to step 6.1 (Type 5) or 6.2 (Type 1) | QCS Executive |
| **6.0** | **Complaint on Certified Product** | |
| 6.1 | **Validation (for Type 5 certification)** | |
| 6.1.1 | Get all the related information and evident pertaining to the complaint as to validate the complaint. Failure to receive respond from complainant or failure to obtain sample for verification within 2 months after several follow-ups been made, complaints may be closed without further action. Upon receiving complete information, inform manufacturer / licensee to attend on the complaint and cc to the complainant. Monitor the progress of the investigation by manufacturer / licensee until licensee demonstrate compliance to the requirement of standard and copied to the complainant to ensure transparency. Get feedback from complainant on the action taken by manufacturer. | QCS Executive |
| 6.1.2 | If the action taken by manufacturer/licensee is acceptable, QCS as a third party which not involve in certification process to decide either the complaint is valid or not valid. If the complaint is considered as valid, the case shall be forwarded to PCID for their next action. | QCS Executive |
| 6.1.3 | If manufacturer/licensee did not attend to the complaint, the complaint is considered as valid and PCID shall be informed accordingly. | QCS Executive |
| 6.1.4 | In cases where there is disagreement between the complainant and the manufacturer/licensee regarding the outcome of the investigation, SIRIM shall not be involved in resolving after-sales service matters. Such matters fall under the responsibility of the manufacturer/licensee. SIRIM's role is limited to verifying compliance of the certified product with the applicable standard based on testing or evaluation of new samples. | QCS Executive |
| 6.1.5 | In cases of validation process needs a sample for verification test, it shall be conducted as follows:<br><br>i) <u>Complaint from the Government Authority:</u><br>QCS may use fresh sample (unused sample preferably from the | QCS Executive |

same batch) provided by them.

ii) Complaint from the public / individual:

QCS shall find fresh sample from market and shall not use sample provided by the complainant.

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| 6.1.6 | Repeated complaints may be considered valid without testing. In cases where the same model is no longer available on the market, QCS shall notify the licensee for their further action and inform relevant certification section. | QCS Executive |
| 6.1.7 | If the product cannot be found in the market, samples shall be taken from site (unused sample is preferable) or from the manufacturer for testing. Sampling at factory shall be done unannounced. For sampling at factory, cooperation from PO from section will be needed and shall be accompanied by QCS representative to maintain impartiality. | QCS Executive |
| 6.1.8 | If necessary, a site visit shall be conducted. During the process of obtaining the information and evidence, it is preferably conducted by two(2) officers. | QCS Executive |
| 6.1.9 | For complaint on product that has been damaged/destroyed that the manufacturing date/batch number cannot be traced, conduct market surveillance to find fresh sample preferably of the same batch/manufacturing or the nearest possible. | QCS Executive |
| 6.1.10 | Sent the sample for testing on clauses related to the complaint. Advice from person-in-charge for certification shall be sought if necessary. | QCS Executive |
| 6.1.11 | From the test result, if the product complies with the standard requirements, the complaint is considered as not valid and complainant shall be informed in writing. | QCS Executive |
| 6.1.12 | On the other hand, if the product does not comply with the standard requirements, the complaint is considered as valid and shall be forwarded to PCID/TSD for further action. | QCS Executive |
| 6.1.13 | For cases where judgement on product compliance cannot be done by test result alone, opinion from respective section shall be sought. | QCS/ Relevant Section |
| 6.1.14 | QCS to inform the investigation findings to complainant within 3 | |

working days.

**6.2 Validation (Type 1 Certification)**

6.2.1 Upon receiving of complaint on product certified through Consignment/Type Approval, determine the label number and the name of importer through our record on issuance of label. — QCS Executive

6.2.2 Inform importer/applicant to attend on the complaint and copy to the complainant. Monitor the progress of the investigation by importer /applicant until licensee demonstrate compliance to the requirement of standard and copied to the complainant to ensure transparency. Get feedback from complainant on the action taken by manufacturer where necessary. — QCS Executive

6.2.3 If there is no further evidence to the complaint provided by importer/applicant is acceptable and the complaint is valid, forward the case to relevant section for their next action. — QCS Executive

6.2.4 If the importer/applicant is unable to provide more evidence, the case will be considered unable to continue and will be closed. — QCS Executive

6.2.5 In cases where there is disagreement between the complainant and the manufacturer/licensee regarding the outcome of the investigation, SIRIM shall not be involved in resolving after-sales service matters. Such matters fall under the responsibility of the manufacturer/licensee. SIRIM's role is limited to verifying compliance of the certified product with the applicable standard based on testing or evaluation of new samples. — QCS Executive

6.2.6 In cases of validation process needs a sample for verification test, it shall be conducted as follows: — QCS Executive

i) <u>Complaint from the Government Authority:</u>
QCS may use fresh sample (unused sample preferably from the same batch) provided by them.

ii) <u>Complaint from the public/individual:</u>
QCS shall find fresh sample from market and shall not use sample provided by the complainant.

Repeated complaints may be considered valid without testing.

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| 6.2.7 | In cases where the same model is no longer available in market, QCS shall notify the importer/applicant for their further action and inform relevant testing section. | QCS Executive |
| 6.2.8 | Sent the sample for testing on clauses related to the complaint. Advice from person-in-charge for testing shall be sought if necessary. (Follow clause 6.1.10, 6.1.11, 6.1.12 and 6.1.13 above) | QCS Executive |

**6.3 Investigation and Reporting**

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| 6.3.1 | After the complaint is found to be valid, the complaint shall be forwarded to PCID for their further action on the licensee according to their relevant procedure on Handling of Non-conformance. | Head of QCS |
| 6.3.2 | Upon receiving valid memo from QCS section, receiving section shall fill up the NCFR number according to the Handling of Non-conformance and return to QCS Section together with a copy of NCFR once action has been completed. | Certification Section |
| 6.3.3 | Fill up the CADiv/CQS/FOR/04-1 as to close the complaint. | QCS Executive |
| 6.3.4 | Inform the complainant on the action taken and, when necessary, the relevant parties on the status of complaint. | QCS Executive |
| 6.3.5 | Effectiveness of corrective and/or preventive actions shall be verified during the internal audit and/or further market sampling. | QCS Executive |

## 7.0 Complaint on Conformity Assessment Division Service

| | **7.1 Validation** | **Responsibility** |
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| 7.1.1 | Get all the related information and evidence pertaining to the complaint to validate the complaint.<br><br>If necessary, conduct a discussion with the complainant and/or the section concerned if need to get further information and clarification. Failure to receive a response from complainant within 2 months upon several follow ups been made, complaints may be closed without further action. | QCS Executive |
| 7.1.2 | In cases involving non-compliance related to services, QCS shall seek advice from the Legal Department if the complaint involves serious matters or potential legal implications. The appropriate course of action shall be determined based on the advice provided by the Legal Department. | QCS/Legal |

| | **7.2 Investigation and Reporting** | |
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| 7.2.1 | After the complaint is found to be valid, respective section shall conduct an investigation to find the root cause of the complaint. | QCS Executive |
| 7.2.2 | If necessary and in circumstances where the complaints received are related to matters such as serious misbehavior of the staff, company's policy, etc., discuss in MC meeting on the manner of the investigation to be conducted. | Head of QCS |
| 7.2.3 | If necessary, conduct a meeting between Section concerned and the complainant to clarify the issue raised. NCR may be raised by QCS Section Head based on the Procedure on Handling of NC (CADiv/CQS/PRO/08) | Head of QCS |
| 7.2.4 | Upon completion of investigation, complete Complaint Report Part Three (CADiv/CQS/FOR/04-1). Recommendations to be made shall be based on the outcome of the investigations and shall be discussed with the section concerned. | QCS Executive |
| 7.2.5 | The corrective and/or preventive actions, if any, (with a date of completion) on the agreed recommendations shall be taken by the section concerned. It is recommended that the completion date for action is within 1 month. | Head, Section concerned |

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| 7.2.6 | Note down the corrective and/or preventive actions submitted, if any, by completing Complaint Report Part Three. | QCS Executive |
| 7.2.7 | If the corrective action taken is not acceptable, request section concerned to take different corrective action. If the corrective action taken is found to be acceptable, the complaint will be closed out. | QCS Executive |
| 7.2.8 | Inform the complainant and the relevant parties on the status of complaint. | QCS Executive |
| 7.2.9 | Ensure that no discriminatory action is taken against the complainant. | QCS Executive |
| 7.2.10 | If, upon investigation by Section concerned that the complaint is valid, however, is not directly related to the services rendered by Conformity Assessment Division. its licensees and its sub-contractors, then, corrective action can be taken through cooperation with enforcing government agencies e.g. Ministry of Domestic Trade, Co-operatives And Consumerism particularly in relation to the Trade Description Act. | Head of QCS |
| 7.2.11 | **Complaints Related to Personnel**<br><br>Any complaint concerning the behavior, conduct, or performance of Conformity Assessment Division personnel shall be recorded by QCS. QCS shall conduct an investigation and compile an investigation report for internal records. In cases of recurring complaints involving the same personnel, QCS shall escalate the matter to the Group People & Culture (GPC) for further review and appropriate action in accordance with the Consequence Management Punishment Guidelines (GMPC). | QCS Executive / Head of QCS |

## 8.0 Effectiveness of Corrective and/or Preventive Action

| | | **Responsibility** |
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| 8.1 | Review the effectiveness of corrective and/or preventive actions, if any, after the stated completion date during the subsequent internal audit. | QCS Executive / Head of QCS |
| 8.2 | Update status of complaints in the Complaint Register. Report on the status of complaints to Conformity Assessment Division Management Committee meeting once every 2 months and in the relevant Management Review meeting. | QCS Executive / Head of QCS |

## 9.0 APPENDIX / RECORDS

| Document | Document reference | Records | Location | Retention Period |
|---|---|---|---|---|
| Complaint Register (Shared SkyDrive, J) | - | Yes | QCS | 10 years<br>TSD 6 years |
| Complaint Report Form | CADiv/CQS/FOR/04-1 | Yes | QCS | 10 years<br>TSD 6 years |