

- 1.0 TITLE:** GMCS COMPLAINT PROCEDURE
- 2.0 PURPOSE:** To provide guidelines to clients and GMCS personnel on the handling of complaints regarding GMCS certification processes and personnel.
- 3.0 RESPONSIBILITY:** Clients, third-parties, and GMCS personnel are responsible for following this procedure.
- 4.0 SCOPE:** This procedure applies to all Complaints filed by GMCS clients. (NOTE: This procedure DOES NOT apply to Appeals which are handled separately under procedure GMCS-APP-0001).
- 5.0 QUALITY OBJECTIVE:** To review the Complaint within thirty (30) calendar days of the Complaint being filed and decide on whether Corrective Action is necessary.
- 6.0 REFERENCE DOCUMENTS:** GMCS Corrective Action Procedure
- 7.0 PROCEDURE:**

GMCS Client Complaints

- A. Complaints from GMCS clients **must be provided email to LBRAND@GMCS.US**
- B. The Complaint is logged into the Complaint Log maintained by GMCS.
- C. The President reviews all Complaints and determines if Correction and/or Corrective Action is necessary. In the event that the President is also the auditor for a client who files a complaint, the President cannot be involved in the review or determination of correction and/or corrective action. Instead, the President shall appoint a GMCS employee/contractor who is independent from the client to review such complaints.
- D. If the Complaint has no validity, the Complaint is closed-out on the Log.
- E. If it is determined that the Complaint is an isolated occurrence, the President **(or his designee if the President is involved as an auditor with the client)** may initiate correction to ensure the Complaint is resolved.

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If it is determined that the Complaint is widespread or could be repeated in the future, the President will initiate Corrective Action in accordance with GMCS Corrective Action Procedure.

F. The President is responsible for maintaining and updating the Complaint Log.

G. The complaining party shall be notified when the complaint is received and when the complaint is adjudicated.

Third-Party Complaints Regarding GMCS Certified Clients

- A. Any individual or company can file a complaint against a GMCS certified client. All such complaints shall be emailed to LBRAND@GMCS.US. The name of the GMCS certified client, the specific reason and basis for the complaint shall be clearly stated. The email must also include the full name of the individual(s) making the complaint, address, email address, and phone number of the complainant. The name of the person and their contact information shall be protected and kept confidential, unless the person provides written authorization for name and contact information to be released to the certified client.
- B. The President of GMCS shall acknowledge the Complaint by email to the Complainant. The President shall also verify that the Complaint is regarding a GMCS certified client.
- C. The Complainant shall be provided with progress reports throughout the complaint investigation process and shall be provided with an email regarding the outcome of the investigation.
- D. The decision regarding the Complaint shall be communicated to the Complainant by GMCS personnel not involved in the subject of the complaint.
- E. GMCS along with the GMCS certified client and the complainant shall determine whether the complaint and the outcome of the investigation and its resolution shall be made public.