


<b>BOTSWANA BUREAU OF STANDARDS</b> 	<p align="center"><b>Page 1 of 3</b></p>
<b>DOCUMENT TYPE:</b> POLICY	<b>DOCUMENT No:</b> BOBS/MS/01/POL8
<b>FUNCTION:</b> CERTIFICATION UNIT	<b>ISSUE No:</b> 02 <b>TITLE:</b> HANDLING COMPLAINTS/APEALS/DISPUTES


## Botswana Bureau of Standards



**BOBS/MS/01/POL8**


### Policy on Handling Complaints/Appeals/Disputes

Approved By: \_\_\_\_\_

  
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 Deputy Managing Director

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<b>BOTSWANA BUREAU OF STANDARDS</b> 	<b>Page 2 of 3</b>
	<b>DOCUMENT No:</b> BOBS/MS/01/POL8
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## 1.0 Introduction

BOBS takes every reasonable effort to resolve all complaints, appeals and disputes related to its activities. As such, BOBS has established this Policy to define how complaints, appeals and disputes related to the management systems certification activity shall be handled.

BOBS shall keep a record of all appeals, complaints and disputes, and decisions taken thereafter.


## 2.0 Complaints

- 2.1 All complaints from Clients shall be recorded in the Complaints Form [\[Complaints Form\]](#) and routed through the Manager Certification Services (MCertS).
- 2.2 The MCertS shall investigate the complaint and report the matter to the Director Commercial Enterprises (DCE).
- 2.3 Complaints against the MCertS shall be directed to the DCE, who shall investigate or allocate an independent officer to investigate the complaint.
- 2.4 Complaints against the DCE shall be directed to the Deputy Managing Director (DMD), who shall investigate or allocate an independent officer to investigate the complaint.
- 2.5 Complaints against the DMD shall be directed to the Managing Director (MD), who shall investigate or allocate an independent person to investigate the complaint.
- 2.6 Each complaint shall be uniquely identified, and the identification number shall be used as a reference in all correspondence regarding that particular complaint.
- 2.7 BOBS shall address the complaint in accordance with its own internal systems.
- 2.8 The MCertS, DCE, DMD, or MD (as relevant) shall ensure that the complaint is investigated in such a manner as to obtain all the facts relevant to the complaint, and check the status of the complaint every week until such a time as the complaint has been resolved.
- 2.9 The DCE, DMD, or MD (as relevant) shall report on the progress and action taken of each complaint during the scheduled Executive Committee (EXCO) meetings and Management Reviews.
- 2.10 Following investigations and their conclusions, the MCertS, DCE, DMD, or MD (as relevant) may make a conclusion and recommendation(s) or refer the matter to the higher office, for a final resolution to the complaint.
- 2.11 The DCE, DMD or MD (as relevant) shall notify the complainant of the decision within two (2) days of the conclusion of the investigation.
- 2.12 A complainant who is still aggrieved by action taken to address the complaint may appeal against the decision.

## 3.0 Appeals

- 3.1 An appeal can come from a Client as a result of: BOBS refusal to grant certification, refusal to modify scope of certification, suspension/termination/annulment of a Client's certification by BOBS, or an unfavourable resolution of a complaint.
- 3.2 An appeal shall be made in writing to the MD not later than 14 days from the date of intimation of the decision.

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<b>BOTSWANA BUREAU OF STANDARDS</b> 	<b>Page 3 of 3</b>
	<b>DOCUMENT No:</b> BOBS/MS/01/POL8
<b>DOCUMENT TYPE:</b> POLICY	<b>ISSUE No:</b> 02
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- 3.3 Each appeal shall be given a reference number, which shall be used in all correspondence regarding that particular appeal.
- 3.4 The DMD shall discuss the appeal with the MD, who shall then table it during the scheduled Executive committee (EXCO) meetings and Management Reviews.
- 3.5 The MD shall make every effort to resolve appeals within the confines of BOBS.
- 3.6 Following investigations and their conclusions, the MD shall take appropriate steps to inform the aggrieved party about the outcome.
- 3.7 The decision shall be communicated to the aggrieved party within two (2) days of making the decision.
- 3.8 An appellant who is still aggrieved by action taken to address his/her appeal may make further appeal in writing not later than 14 days from the date of intimation of the decision. The MD shall then table the appeal at the next meeting of the Council.
- 3.9 The Council shall take appropriate steps to investigate the appeal and give a final decision.
- 3.10 The decision shall be communicated to the appellant within one (1) week of making the decision.
- 3.11 An appellant who is still aggrieved by action taken to address his/her appeal may make further appeal in accordance with the Standards Act.

#### 4.0 Disputes

- 4.1 Disagreements between BOBS and the Clients which cannot be resolved through the Complaints system shall be brought to the attention of the MD.
- 4.2 The MD shall allocate responsibility to resolve the dispute to the relevant officer, who shall be independent of the dispute.

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