



**Botswana Bureau of Standards**

**Function:** Certification

**Department:** Commercial Enterprises

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**Document type:** Guideline

**Title:** Handling Complaints/Appeals/Disputes

**Document No:** BOBS/EC/CE/CT/01/A05

**Issue No:**01

**Effective date:**2010/01/01

# Botswana Bureau of Standards



**Approved By:** \_\_\_\_\_  
**Managing Director**

\_\_\_\_\_  
**Date of Approval (YY/MM/DD)**

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## **BOTSWANA BUREAU OF STANDARDS**

### **HANDLING COMPLAINTS/APPEALS/DISPUTES**

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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 Standards Mark 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 handled according to the BOBS procedure for handling customer complaints.

## 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.
- 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.

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#### 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.