

# Complaint Handling Process



## 1. Receive Complaints

The complainant submits a complaint through designated channels such as the email address displayed on the ALS website or through the ALS sales representative.



## 2. Register Complaints

Certification/ Validation & Verification Unit receives the complaint through the complaint receiving officer and prepares a complaint record.



## 3. Screen Complaints

Quality Manager considers whether the complaint is related to Certification/ Validation & Verification activities, informs the complainant of the outcome, and appoints a responsible person.



## 4. Investigate Complaints

The responsible person investigates the root cause, conducts a retrospective review, and verifies the complaint in order to summarize the complaint handling results.



## 5. Resolution of Complaints

The responsible person presents the complaint handling plan to the Quality Manager or Management Representative for consideration and approval before proceeding corrective action.



## 6. Reporting Complaint Results

The complaint handling officer reports the investigation progress and complaint handling results to the complainant.



## 7. Present Results to Management

Present the results/outcomes to the management team for consideration in the management review meeting.



**Complaints can be submitted via email at: [complaint.th@alsglobal.com](mailto:complaint.th@alsglobal.com)**

Please provide complete information, including the complainant's name, contact number, the name of the organization applying for certification, validation, verification, and detailed information regarding the complaint.