



KSA JIS certification related customer complaint & objection treatment process

1 customer complaint & objection filing

- 1) complaints and objection can be filed with respect to."certification applicants to restrict or another financial unfair to use its certification service if you require other conditions and all other points," including the way to file a telephone, written or oral.
- 2) it recruits and raises the content of the complaints raised by stakeholders and in principle the appeal is treated a secret. If stakeholder want to self-disclosure it can be made public.
- 3) The Korea Standards Association, shall keep the record if the complaints and objections are received (telephone, written and oral) from stakeholders and must review the record and can listen to them on this statement by visiting or inviting the customer.

2 treatment process

- 1) When the complaint or objection is received, Centre chief will review and take adequate corrective actions. If bigger dissatisfaction customer appeal again against the treatment, report to the KSA President and Division director will take appropriate action depending on the results.
- 2) Division Director shall establish a corrective action plan needed for the root cause and prevention recurrence of the similar customer complaints.

3 follow on action after treatment

- 1) The final review results and corrective actions shall be communicated to its customers and stakeholders after the Division director's signature. In principle, the customer complaint treatment shall be within two months from the filing date. but there is a significant time is needed for revision, data collection and submission opponent's opinion, or related regulations are required, can be handled in consultation separately with complaint raiser.
- 2) Each center representative will communicate to concerned person in memorandum or other way on a case-by-case basis the results of the complaint and its treatment.
- 3) The treatment recipient can appeal within 7 days from the date of notification.

4 customer complaint & objection channel

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