Complaint handling process

-GCCLAB-

Receive complaints

Through email: qhse@gccelab.com

Send a notice of receipt of the complaint

Complaint registration

Is the complaint authentic / valid?

- *The complaint relates to the certification activities*
- *Justified complaint*

No → Notify the complainant → End

Handling complaint and make decisions

Give formal notice of the outcome and the end of the complaint process to the complainant

Close the complaint

End