

 هيئة التقييس الخليجية GSO Standardization Organization	GCC Standardization Organization Conformity Department – Certification Section Quality Procedure	No.	GSO.QP.54
		Issue No.	01
		Date	01-01-2026

Procedure To Receive, evaluate and make decisions on complaint

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Issued to			
=====	Designation	Signature	
Prepared by	Conformity Senior Specialist		
Issued by	Corporate Excellence Administrator		
Approved by	Certification Section Head		
Revision details			
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01	01-01-2026	First issue	Due to implementation of ISO/IEC 17065

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1.0 Purpose

The purpose of this procedure is to describe process followed to receive, evaluate, validate and make decisions on complaint received from the client and others.

2.0 Scope

2.1 This procedure covers all complaint received at organization by any means, like written, verbal etc.

3.0 Responsibility

3.1 **Certification Section Head** is responsible for receiving the complaint from the clients / other interested parties. He in consultation with the Corporate Excellence Administrator and Conformity Specialists / Conformity Engineers are responsible for handling, validating and analysis and make decision on complaint to the satisfaction of the clients / other interested parties.

4.0 Description of activity

4.1 Receipt of Complaints

4.1.1 The e mail id csc@gso.org.sa is given on the web site informing the client and stakeholders about the provision of complaint and can approach to GSO using this e mail or by filling the format by using the link: <https://www.gso.org.sa/ar/contact-gso/>

4.1.2 Complaint is received from client / other parties by any means or by any one is first of all recorded in the Complaint Report (GSO.QF.54) with the details of;

- Complaint Sr. No.,
- Mode of receipt,
- Received by,
- Name of client / other parties,
- Description of complaints,

4.1.3 After receipt of the complaint the Certification Section Head will reply to client for receipt of the complaint and inform the approx. time required to investigate this complaint. If the investigation of complaint takes more time, then complainant is informed for the progresses on complain.

4.1.4 Complaint Report (GSO.QF.54) is issued to the Certification Section Head or Certification personnel for analysing the root cause.

4.2 Evaluation of Complaints

4.2.1 Corporate Excellence Administrator / Certification Section Head / Certification personnel reviews the complaint for;

- Delay in submission of **GSO Conformity Certificate**,
- Wrong information in the **GSO Conformity Certificate**,
- Errors in **GSO Conformity Certificate**,
- Any other problem identified by the client / other parties.

4.2.2 Client / other parties' complaint is analysed for the root cause. After identification of root cause, the necessary actions are taken to resolve the complaint.

4.2.3 Then the client / other parties are replied accordingly. Also, necessary actions are taken at client / other parties end, if required to resolve the complaint. considering seriousness of complaints, Certification Section Head or nominee may visit the client / other parties,

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wherever required. based on his feedback the complaint is closed by Certification Section Head.

4.2.4 Criteria for categorisation of complaints and time frame for handling the same;

Nature Of Complaints	Justification	Time Frame to Handle Complaints
Serious	• GSO Conformity Certificate is having wrong information	Within 7 days after date of receipt
Major	• GSO Conformity Certificate is having error	
Minor	• Delay in submission of GSO Conformity Certificate	

4.3 Decision on Complaints

4.3.1 Based on analysis of Client / Other Parties complaint, final settlement is done with Client / Other Parties by Certification Section Head considering the seriousness of complaint. Corporate Excellence Administrator identifies need for taking corrective action to remove / avoid Client / Other Parties complaint in future and accordingly concerned person is informed.

4.3.2 All the complaint received will be closed within 15 days after receipt of the complaint. Certification Section Head is authorised for closing of complaint. It is ensured that the outcome of the complaint is made by an independent person who might not be involved in the original certification activities in question. It is reviewed and approved by Certification Section Head.

4.3.3 The client is given the formal notice of the end of the complaint and outcome of the complaint

4.4 Corporate Excellence Administrator monitors effectiveness of corrective action by reviewing results for suitable time on case-to-case basis.

4.5 If any major changes in any of the relevant documents are necessary by way of corrective action or complaint, then this is done as per procedure for document control and records are maintained.

4.6 No discriminatory action would be taken against the complainant irrespective of the decision.

5.0 References

- 5.1 GSO.QP.55 Procedure for receive, evaluate and make decision on appeals
- 5.2 GSO.QP.06 Procedure for control of documents and records
- 5.3 GSO.QP.04 Procedure for corrective action
- 5.4 GSO.QP.57 Procedure for preventive action

6.0 Enclosures Nil

7.0 Formats / Exhibits

- 7.1 GSO.QF.54 Complaint report

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