

1 Purpose

- 1.1 This procedure ensures that all complaints are acted upon and resolved *in a timely manner*.

2 Scope

- 2.1 This procedure *covers handling of complaints from receipt up to giving formal notice of the end of the process*.

3 Responsibility

- 3.1 The Director shall have the over-all responsibility to the complaints lodged and/or received by PAB.
- 3.2 The MR *or Deputy MR* shall ensure that all complaints are *address appropriately and the whole process are documented*.

4 Procedure

- 4.1 Only written complaints shall be entertained by any PAB personnel. If complaints are received thru phone call or verbal communications, the PAB personnel shall advise the complainant to write a formal complaint addressed to the Director.
- 4.2 *Formal complaint will be acknowledged and the update on the status of complaint will be provided to the complainant.*
- 4.3 The MR *or Deputy MR* will review and evaluate the validity of the complaint. PAB follows DTI policy on timeline for the actions to be taken for issues/concern, which can be a complaint, received by PAB.

The MR *or Deputy MR* shall inform the concerned personnel of the complaint. An investigation shall be conducted and as necessary, will involve, gathering and verifying information to substantiate the claim of the complainant.

Note: If the complaint is against the Director, the MR shall refer it to the PAB Council. If the complaint is against or concerning an accredited CAB, the complainant will be informed that the CAB is responsible in addressing the complaint first. If no action was done on the part of the CAB, the complainant may refer it back to PAB.

- 4.4 If complaint is found to be valid, the concerned personnel shall accomplish a Incident/Complaint Form. This includes the identified cause and the appropriate action to be made. He/she shall consider both the immediate and long term actions. The MR *or Deputy MR* shall assess the effectiveness of the action.
- 4.5 *Formal notice of the end of the complaint handling process will be provided to the complainant.*
- 4.6 To ensure that complaint will not recur, the MR *or Deputy MR* shall follow-up the implementation of the corrective actions one (1) month after the closing of complaints.
- 4.7 Records of all complaints and investigation *must be kept accordingly*.