Purpose (Scope):

This procedure provides guidance for RSA in receiving and handling complaints and appeals in a fair, transparent, and timely manner.

Tujuan (Skop):

Prosedur ini memberikan panduan kepada RSA dalam menerima dan mengurus aduan serta rayuan secara adil, telus dan tepat masa.

Policy:

- All complaints and appeals must be recorded, evaluated, and addressed with appropriate corrective/preventive actions.
- All RSA staff are authorized to accept complaints and must inform the Quality Manager (QM).
- Complaints regarding certified people must be submitted in writing to RSA via the form available at www.rsaacademymalaysia.com.

Dasar:

- **Semua aduan dan rayuan mesti direkod, dinilai dan diambil tindakan pembetulan/pencegahan yang sesuai.**
- **Semua kakitangan RSA dibenarkan menerima aduan dan mesti memaklumkan kepada Quality Manager (QM).**
- **Aduan terhadap individu bertauliah mesti dihantar secara bertulis kepada RSA melalui borang di www.rsaacademymalaysia.com.**

References:

- ISO/IEC 17024:2012 – Conformity Assessment
- RSA-QM-1001 R4 – Quality Manual

Rujukan:

- **ISO/IEC 17024:2012 – Penilaian Pematuhan**
- **RSA-QM-1001 R4 – Manual Kualiti**

Definitions:

- Appeal: Request for reconsideration of a certification decision.
- Complaint: Expression of dissatisfaction with RSA or certified person activities requiring a response.

Definisi:

- **Rayuan: Permohonan untuk semakan semula keputusan pensijilan.**
- **Aduan: Ungkapan ketidakpuasan terhadap RSA atau individu bertauliah yang memerlukan respons.**

Responsibilities:

- The Quality Manager (QM) records, investigates, and responds to all complaints/appeals using RSA-CRT-QR-009 & RSA-CRT-QR-011.
- The Operations Manager assists in determining outcomes and preparing written responses.
- Appeals must be responded to within two weeks of receipt.

Tanggungjawab:

- **Quality Manager (QM) merekod, menyiasat dan menjawab semua aduan/rayuan menggunakan RSA-CRT-QR-009 & RSA-CRT-QR-011.**
- **Operations Manager membantu menentukan hasil siasatan dan menyediakan maklum balas bertulis.**
- **Rayuan mesti dijawab dalam masa dua minggu selepas diterima.**

Complaints & Appeals Process:

- Must be submitted in writing within three weeks from the date of official results.
- Only complaints concerning certification decisions or processes will be accepted.

Proses Aduan & Rayuan:

- **Mesti dikemukakan secara bertulis dalam tempoh tiga minggu dari tarikh keputusan rasmi.**
- **Hanya aduan berkaitan keputusan atau proses pensijilan diterima.**

Filing & Recording:

- Registrar records and forwards complaints/appeals to QM for investigation.
- Log must include date, source, type, investigator, resolution, and notification date.

Pemfailan & Rekod:

- **Registrar merekod dan menyerahkan aduan/rayuan kepada QM untuk siasatan.**
- **Log mesti menunjukkan tarikh, sumber, jenis, penyiasat, hasil dan tarikh pemakluman.**

Investigation & Decision:

- QM, with the Certification Manager, investigates each case; experts may assist.
- Justified complaints/appeals lead to corrective action.
- If not justified, the complainant/appellant is notified in writing and may appeal to the relevant committee.
- Any document changes must be approved by the Quality & Safety or Certification Committee.

Siasatan & Keputusan:

- **QM bersama Certification Manager menyiasat setiap kes; pakar boleh dilantik jika perlu.**

- **Aduan/rayuan yang sah akan diambil tindakan pembetulan.**
- **Jika tidak sah, pengadu/perayu dimaklumkan secara bertulis dan boleh merayu kepada jawatankuasa berkaitan.**
- **Sebarang perubahan dokumen mesti diluluskan oleh Quality & Safety atau Certification Committee.**

Notification & Records:

- All outcomes are communicated in writing.
- Records are maintained for at least five (5) years, including complaint registry, forms, investigation notes, and resolution letters.

Pemakluman & Rekod:

- **Semua keputusan dimaklumkan secara bertulis.**
- **Rekod disimpan sekurang-kurangnya lima (5) tahun termasuk daftar aduan, borang, nota siasatan dan surat keputusan.**