

	<b>PROCEDURE MANUAL</b>			<b>Modish Services Private Limited</b>
	<b>Scheme for Voluntary Certification of Yoga Professionals</b>			
<b>COMPLAINTS</b>				
Issue No. 1	Date: 01/04/2021	Rev. No.		P. No-07
Prepared By: Parveen Saharan		Approved By: Yespal Singh		

1. **PURPOSE:** To ensure that complaints are handled effectively and in accordance with the requirement of International Standard.
2. **SCOPE:** Applies to all complaints related to the provision of Yoga Certification Scheme rendered by MSPL.
3. **PROCEDURE:**
  - 3.1 **GENERAL:**
    - a) This procedure will be made publicly available on MSPL web site (F-24).
    - b) Complaint can be made by any person or body against the following:
      - i) the MSPL, its operation and/or procedures
      - ii) the examiners, experts, committee members or staff of the MSPL
      - iii) assessment process followed by the examiners and/or by the MSPL
      - iv) misuse of the certification status either in scope or in use of the logo
    - c) If the complaint has no details of the complainant or the description is not adequate, the MSPL has reserved the right of dealing with the complaint as deemed fit.
    - d) Upon receipt of complaint, MSPL will validate whether the complaint relates to Yoga Certification Scheme for which it is responsible and, if the Complaint is found genuine, it will be registered and acknowledged within 2 days.
    - e) MSPL is responsible for all decisions at all levels of the handling process for complaints.
    - f) It is ensured that, results are non-discriminatory in nature while investigation and decision on complaints are made.
    - g) The complete complaint handling process is kept confidential.
    - h) If the complaint is against task which involves the Quality Manager, or where during

the process of examination (written & Oral), the QM was part of the assessment team. QM will be excused from the Complaints Investigation and the CEO will conduct the investigation along with another independent employee who was not part of the examination cycle in question or task in question.

### **3.2 RECEIPT OF COMPLAINT**

- a) All complaints received by any staff member are sent to Quality Manager.
- b) Quality Manager will record the complaint in Complaint Log Book/Register.
- c) The complaints are validated for complete information and relation to its activities.
- d) In case of more information is required, complainant is requested to send information.
- e) If MSPL is not responsible or related to complaint, the complainant is informed about the same with complete information.
- f) For all valid complaints, acknowledgement is sent to complainant.

### **3.3 INVESTIGATION**

- a) Quality Manager will investigate complaint & and if found genuine take Preventive Actions,
- b) MSPL will ensure for impartiality, independence & confidentiality during all stages of investigation & reporting.
- c) MSPL will keep the complainant informed with progress reports.
- d) It should be done by person not involved in the process against which complaint has been filed.

### **3.4 CLOSURE OF COMPLAINTS**

- a) Corrective actions are taken in case required.
- b) The complainant is informed about the proposed action/s and asked for comments and feedback.
- c) Complaint logbook is updated for action taken and complaint is closed.
- d) Recommendations after investigations will be sent to the CEO for the final decision.

## **4. DOCUMENTATION**

### **4.1 Complaint Log Book**

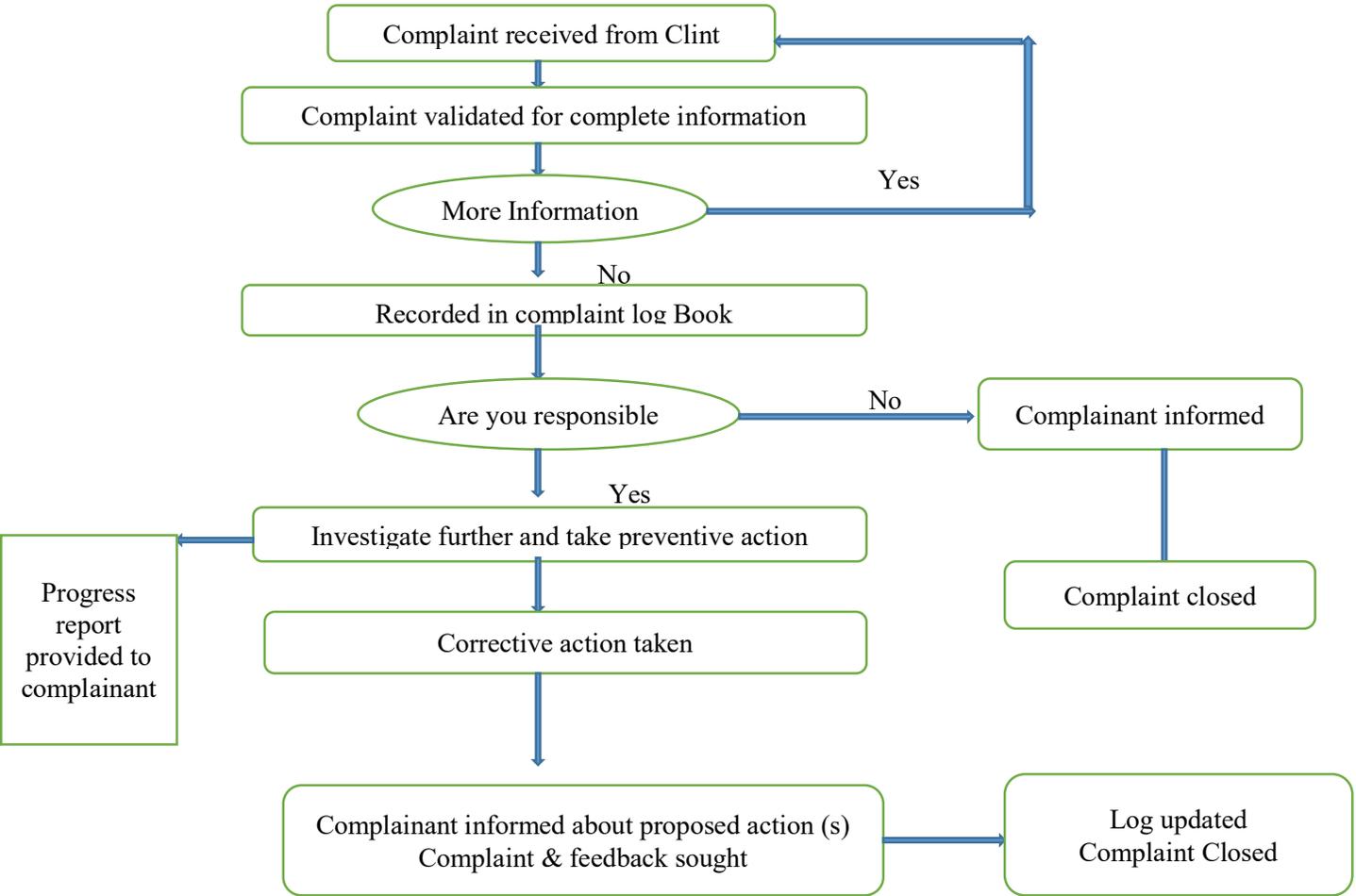


**QUALITY MANUAL**  
**Scheme for Voluntary Certification of Yoga Professionals**

**Modish  
 Services  
 Private  
 Limited**

**COMPLAINT PROCESS**

Issue No. 1	Date: 01/04/2021	Rev. No.	FORMAT -24
Prepared By: Parveen Saharan		Approved By: Yespal Singh	



	<b>PROCEDURE MANUAL</b> <b>Scheme for Voluntary Certification of Yoga Professionals</b>	<b>Modish Services Private Limited</b>	
<b>APPEALS</b>			
Issue No. 1	Date: 01/04/2021	Rev. No.	P. No-08
Prepared By: Parveen Saharan		Approved By: Yespal Singh	

1. **PURPOSE:** To ensure that Appeals are handled effectively and in accordance with the requirement of International Standard.

2. **SCOPE:** To handle Appeals against the decision of MSPL by the Impartial Committee.

3. **PROCEDURE:**

3.1 **GENERAL:**

- a) This procedure is publically available on MSPL web site (F-25).
- b) The appeal must be filed in writing within thirty days of receipt of the decision by the complainant. The appeal has to be substantiated by reasons and/ or documents as necessary.
- c) Upon receipt of Appeals, MSPL will validate whether the complaint relates to Yoga Certification Scheme for which it is responsible and, if the Appeal is found genuine, it will be registered and acknowledged within 2 days.
- d) The Quality manager will provide relevant papers related to appeal along with procedure for the appeal to Impartial Committee. The Quality Manager will provide all assistance needed to Impartial Committee. The Impartial Committee will give their recommendations to CEO. Who will take final decision on the appeal.
- e) If required the Impartial Committee may ask the appellant to present the facts in person. The Committee will also consider any request by the appellant regarding presentation of fact in person.
- f) The Impartial Committee may also ask any of the staff, or empanelled examiners to help in discharging the appeal based on facts.
- g) After necessary investigation the Impartial Committee will prepare a report including the recommendations pertaining to the Appeal. CEO will be informed about the recommendations.
- h) CEO will take final decision on the recommendations of the Impartial Committee.
- i) The decision of the CEO will be final.
- j) It is ensured that, results are non-discriminatory in nature while investigation and decision on Appeals are made.

### **3.2 CLOSURE OF APPEALS**

- a) The appellant is given a formal notice by Quality Manager about the decision and end of the appeal handling process. The appellant is asked for comments and feedback.
- b) Corrective actions are taken in case required by Quality Manager.
- c) Appeal logbook is updated for action taken and appeal is closed

## **4. DOCUMENTATION**

### **4.1 Appeal Log Book**

**4.2** Give formal notice to the appellant of the end of the appeals-handling process.

	<b>QUALITY MANUAL</b> <b>Scheme for Voluntary Certification of Yoga Professionals</b>	<b>Modish Services Private Limited</b>	
<b>APPEAL PROCESS</b>			
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