



Mining And Surface Certification (Pty) Ltd

ONLINE COMPLAINTS PROCEDURE

Contents

1. Purpose.....	1
2. Procedure.....	1
3. Change History.....	1

1. Purpose

The purpose of this document is to provide a process for a client/regulators to register a complaint with MASC/Markscheme in relation to work provided / actions by MASC.

2. Procedure

A complaint is registered when (among other things):

- MASC has provided sub-standard work;
- A client has been mistreated by an employee of MASC;
- Documentation / results are questioned;
- An employee offered or insinuated a bribe;
- MASC does not respond in a reasonable time to a client's request.

It is preferable for a client to send a complaint in writing to info@masc-ex.co.za.

The complaint will then be provided to the Quality Manager.

If the complaint is of a serious nature it will be elevated to the relevant MASC Directors.

The following actions will be taken:

1. MASC, using its own internal processes, will register the complaint.
2. A person responsible for clearing the complaint is appointed by the Quality manager and this person will liaise with the client.
3. MASC will inform the client in writing that the complaint has been registered.
4. The validity of the complaint is investigated.
5. All investigations / documentation is maintained with the complaint and kept on record by the QM in the system after the complaint has been cleared.
6. Once the complaint has been cleared and corrective action has been taken (as applicable) MASC will, in writing, inform the client of the resolutions and the corrective action taken.

3. Change History

Revision No:	Date approved:	Nature of Amendment: