



**1. PURPOSE**

1.1 To put in place a system for handling of complaints.

**2. SCOPE**

2.1 Covers all complaints related to Yoga Certification services provided by TQcert Services Pvt. Limited.

**3. RESPONSIBILITY**

3.1 Chief of Certification, TQ cert Services Pvt. Limited is responsible for the implementation of the procedure.

**4. PROCEDURE**

4.1 The decision resolving the complaints shall be made by or reviewed and approved by persons not involved in the certification activities related to the Complaints.

4.2 To avoid conflict of interest personal including in the administration who has provided training to the candidate or been employed by the candidates organisation shall not be used by TQ cert Services Pvt. Limited to review or approve the resolution of the complaint for that candidate within two years following the end of the training or employment. All the Parties are treated fairly and equitably.

4.3 Upon receipt of the complaints, TQ cert Services Pvt. Limited shall confirm whether the complaint relates to certification activities for which it is responsible and if so shall address it as per the process documented below. In case the complaint is not related to the TQ cert Services Pvt. Limited certification activities, the same will be informed to the complainant.

4.4 The complaint is acknowledged to the complainant and in case if complaint is related to the TQcert Services Pvt. Limited activities, the progress reports shall be provided from time to time as per the process documented below.

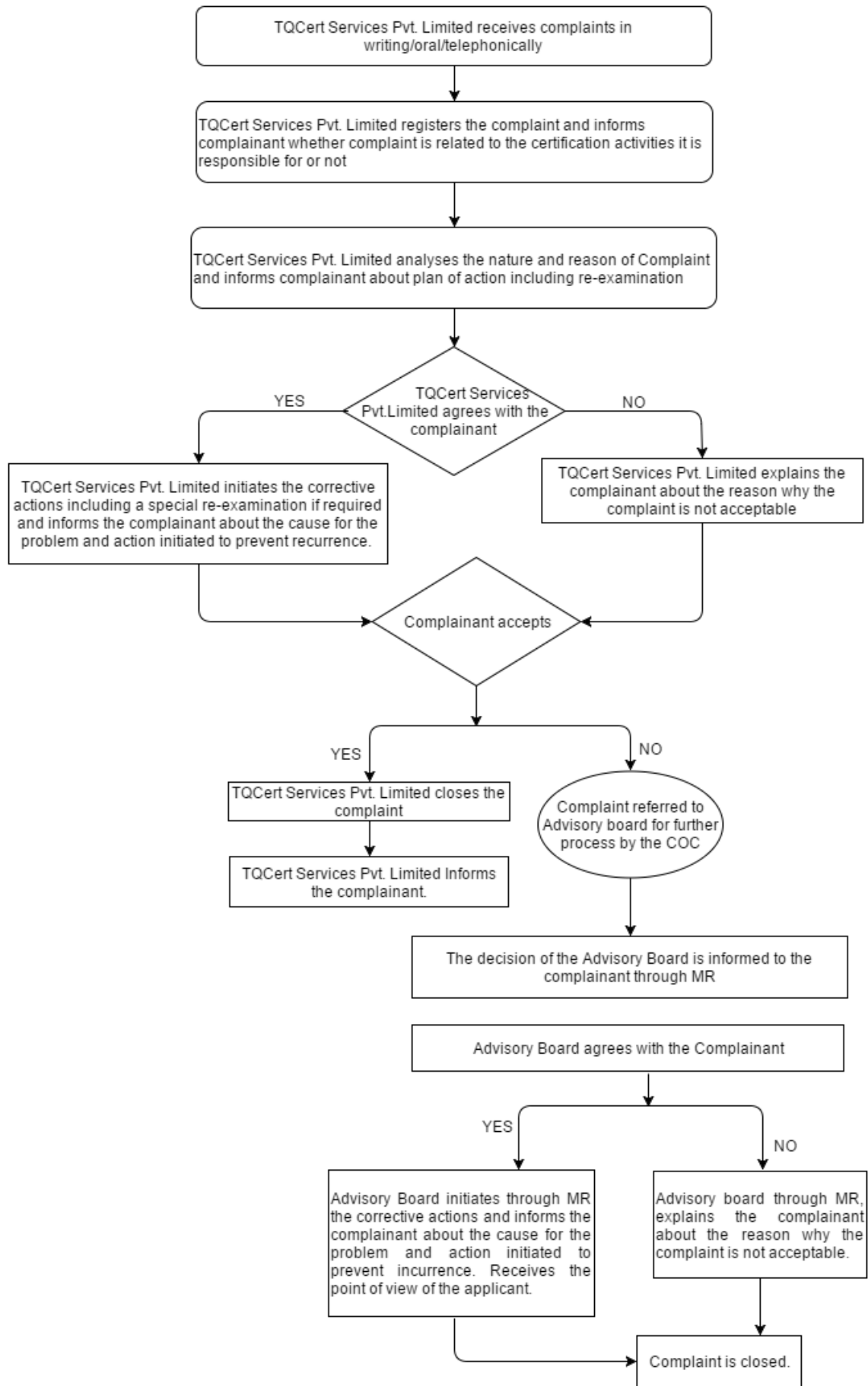
4.5 TQ cert Services Pvt. Limited is responsible for gathering and verifying all necessary information related to the complaint and the progress of the complaint up to the decision

4.6 TQ cert Services Pvt. Limited shall give formal notice of the outcome and end of the complaint process to the complainant and shall take subsequent action as may be needed to resolve the complaint.

4.7 All complaints to be resolved within '6 'months from the date of initiation

**5. COMPLAINTS RELATED TO TQcert Services Pvt. Limited ACTIVITIES-**

The following procedure is followed to resolve complaints:





5.1 TQ cert Services Pvt. Limited shall use investigation inputs to develop corrective action which include measures for

- Restoring conformity to TQ cert Services Pvt. Limited working methods manual, procedure etc.
- Preventing recurrence
- Assuring the effectiveness of the corrective measures adopted.

5.2 TQ cert Services Pvt. Limited shall maintain a tracker for recording the complaints and providing the status to the people involved.

5.3 TQ cert Services Pvt. Limited's complaint handling process shall maintain the requirements for confidentiality as it relates to the complainant and to the subject of the complaint.

## **6. RECORDS**

6.1 Correspondence with the customers and other interested parties.

6.2 Corrective and preventive actions.