



**Documented procedure of management system
DP SM 7.12-2015**

REQUEST MANAGEMENT

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Person responsible for update	Legal, economic and HR department
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1 SCOPE

1.1 This documented procedure (hereinafter – the procedure) is the management system document of the Republican Unitary Enterprise "Belarusian State Center for Accreditation" (hereinafter – BSCA) and is developed to implement clause 7.12 of the RK SM as well as the requirements of clause 7.14 of GOST ISO/IEC 17011. The procedure sets the order of registering, handling of requests, request decision-making, informing the applicants about the decisions relating to the requests received to the BSCA.

1.2 The requirements of this procedure are mandatory for application by the BSCA personnel participating in the handling of requests process.

2 REFERENCES

This procedure uses the references to the following documents:

Law of Republic of Belarus dated July 18, 2011 No 300-Z «On requests from citizens and legal entities» (as amended on July 15, 2015 No. 306-Z) (hereinafter – the Law);

STB ISO 9000 (ISO 9000, IDT) Quality management system. Fundamentals and Vocabulary;

GOST ISO/IEC 17000 (ISO/IEC 17000, IDT) Conformity assessment. Vocabulary and general principles;

GOST ISO/IEC 17011 (ISO/IEC 17011, IDT) Conformity assessment. Requirements for accreditation bodies accrediting conformity assessment bodies;

RK SM BSCA Quality Manual;

DP SM 7 Accreditation process;

DP SM 7.6 Assessment;

DP SM 7.7-01 Preparing documentation for Technical commission on accreditation;

DP SM 7.13 Handling of appeals;

DP SM 9.8 Management reviews;

P SM 4.4 Provision on the Impartiality Council;

P SM 7.7 Provision on technical commission for accreditation;

RI SM 9.3-01 Control over document flow and organizational and administrative documents.

3 TERMS AND DEFINITIONS

The procedure applies terms and definitions established in the Law, GOST ISO/IEC 17000, GOST ISO/IEC 17011, STB ISO 9000, RK SM and the following terms and definitions:

appeal: the request by applicant for accreditation/accredited conformity assessment body to the accreditation body to review the decision of accreditation body relating to the accreditation process or its results.

complaint: expression of dissatisfaction, other than appeal, by any person or organization, to an accreditation body, relating to the activities of that accreditation body or of an accredited conformity assessment body, where a response is expected.

applicant: a citizen or a legal entity that has sent (or is sending) a request.

petition: an application for assistance in the implementation of the applicant's rights, freedoms and (or) legitimate interests not related to their violation, as well as a report on violation of legislative acts, disadvantages in the activities of state bodies, other organizations (officers) (hereinafter if it is not

defined other - the organization), individual entrepreneurs.

individual request: request by one applicant.

Feedback Book for comments and suggestions: the document of a single sample for comments (petition or complaints) (hereinafter if it is not defined other – comments) and (or) suggestions on the activities of organization, individual entrepreneur, the quality of produced (sold) goods, performed works, provided services.

collective request: the request by two or more applicants on the same issue (several issues).

request: an individual or collective petition, suggestion, complaint in written, electronic or oral form.

repeated request: the written or electronic request, received from the same applicant on the same issue to the same organization, including the request sent from other organizations, or comment and (or) suggestion made in the Feedback Book of comments and suggestions by the same applicant on the same issue to the same individual entrepreneur, received within three years from the date of receipt of the initial request to the organization, individual entrepreneur, if the initial request was answered (sent notification).

suggestion: the recommendation on improving the activities of organizations, individual entrepreneurs, on improving the legal regulation relating to state and public life, resolving issues of economic, political, social and other areas of the state and society.

written request: the applicant's request set out in writing, including comments and (or) suggestions made in the Feedback Book of comments and suggestions.

oral request: the applicant's request set out during the personal reception.

electronic request: the applicant's request received at the organization's email or posted on the organization's official website on the global computer network Internet.

4 DESIGNATIONS AND ABBREVIATIONS

The procedure applies the following notations and abbreviations:

accredited CAB	Accredited conformity assessment body;
BSCA, accreditation body	Republican Unitary Enterprise «Belarusian State Centre for Accreditation»
NPA	Regulatory legal act;
TKA	Technical commission on accreditation;
TNPA	Technical regulatory legal act;
OA No 1	Accreditation department No 1;
OA No 2	Accreditation department No 1;
OAOS	Department for certification body accreditation;
OORA	Department of accreditation activities management;
CAB	Conformity assessment body;
OEPK	Legal, economic and HR department;
SMBusiness	Electronic document management system «SMBusiness»
IDT	Identified degree of compliance with the international standard (identity of the technical content and structure).

5 RESPONSIBILITY

5.1 Director is responsible for:

- appointment of the responsible person(s) (hereinafter – the responsible officers) for the arrangement of handling of requests received to the BSCA;
- determination of the possibility of handling of request;
- determination and identification of the request category;
- handling of request on time.

5.2 Head of the Front office is responsible for:

- registration of the requests received to the BSCA via SMBusiness;
- supervision of the terms of handling of requests and storage of evidence on handling of requests;
- preparation of the report on requests received to the BSCA to review at the Management review meeting and transfer to the Quality Manager for formation Annex to the minutes of Management Review meeting

5.3 Head of the OEPK is responsible for:

- participation in determining the request category;
- preparation of the draft Order on formation of the Complaint commission (hereinafter – the Commission);
- participation in the Complaint commission.

5.4 Heads of the OA No 1, OA No 2, OAOS is responsible for:

- arrangement of handling of requests;
- supervision of the terms of handling of requests;
- appointment of the competent and impartial responsible officers for handling of request;
- supervision of the decision execution on request.

5.5 Person responsible for handling of request is responsible for:

- compliance with the terms of handling of requests;
- performing activities on handling objectively and on time;
- collection of the reliable information on request;
- providing materials on handling of request (if it is a complaint) to the TKA;
- transferring the request to the Front office;
- preparation of the response to the applicant about the decision on handling of request.

5.6 Assistant Executive is responsible for:

- registration of the requests during a personal reception by the Director or Deputy Director;
- registration of the results of handling of request.

5.7 Members of the TKA is responsible for competence and objectivity of the decision when reviewing the report(s) on the establishment (confirmation) of violations in the CAB activities on the request (complaint).

5.8 Members of the Complaint commission is responsible for impartiality, objectivity and independence when handling of complaint against the BSCA activities.

5.9 All participants in the procedure of handling of requests is responsible for the confidentiality of the information obtained during the consideration of request, representing commercial and other secrets, except as provided by the legislation.

6 REQUEST MANAGEMENT

6.1 General

6.1. Requests and appeals can be addressed to the BSCA. The order of handling of appeal is set out in DP SM 7.13.

Requests are divided into complaints, suggestions, and petitions.

6.1.2 Anonymous requests are not subject to handling, that is requests in which are not indicated:

- surname, first name, patronymic (if any) or the initials of the citizen;
- the address of his place of residence (place of stay) and (or) place of work (study);
- the name of the legal entity (full or abbreviated) and its location.

Electronic request shall contain the applicant's email. Electronic requests submitted by the representatives of the applicants shall be accompanied by the electronic copies of documents confirming their authority.

6.1.3 The order of management of requests that are suggestions or petitions is established in clauses 6.2-6.4 of this procedure.

6.1.4 The procedure of request management includes the following steps: receiving, registering, determining the possibility of handling and identifying the category of request, handling of requests, sending a response based on the results of handling of requests to the applicant.

6.2 Receiving and registering of requests

6.2.1 Registering of oral requests

Oral requests received during the personal reception by the Director/Deputy Director are registered by the Assistant Executive in the Registration book of personal reception of citizens, including individual entrepreneurs and legal entities (Annex 1).

If the solution of the issue contained in the oral request does not fall within the BSCA competence, the responsible officers do not handle the request, but explain to which organization applicants should apply for the solution of the issues set out in the request.

If the solution of the issue set out in the oral request relevant to the BSCA competence requires additional investigation and verification, the request sets out in writing and is subject to handle in the order set out this documented procedure relating to the written request.

6.2.2 Registering of written requests

Written requests can be received:

during a personal reception;

by mail (post), Fax;

by email,

by courier;

by making comments and (or) suggestions in the Feedback Book of comments and suggestions.

Written applications received by mail, courier or hander, email are registered in the Front office according to RI SM 9.3-01 in the SMBusiness in the section "Requests of citizens and legal entities" (Annex 2).

6.3 Identifying of request categories

6.3.1 After registration, a written request is received for handling to the Director/Deputy director, the head/legal adviser of the OEPK is involved in identifying the category, if it is necessary.

6.3.2 When handling of request:

- the possibility of handling of request is determined;
- its “targeted nature” is determined: the activity concerns the accredited CAB or BSCA; the connection of the activity with the accreditation decision (non-compliance with the terms, procedures, incorrect actions of the BSCA personnel, including the involved personnel, etc.);
- the “category” of the request is identified (complaint, suggestion, appeal or petition).

6.3.3 The resolution of the Director/Deputy includes:

- identification of the request category (complaint, suggestion, petition, appeal, out of competence);
- appointment of the responsible officer for handling of request;
- terms;
- date of referral for handling;
- signature of the Head of the OEPK (if it is necessary to attract him);
- handwritten signature of the Director / Deputy director.

6.3.4 The Head of the Front office enters information on the request to the SMBusiness indicating its category («complaint», «suggestion», «petition», «appeal», «out of competence»), fills in the “Subject” requisite and enters the term for fulfilling the task in accordance with the resolution (puts on the execution control), see Annex 2.

Upon receipt of information from regulators on dissatisfaction with the accredited CABs activities, this correspondence is registered as correspondence with state bodies (assigned index – N) and is handled as a complaint.

6.4 Management of suggestions and petitions

6.4.1 The response to the request, which does not require additional investigation and verification (except for the complaint and appeal), is sent by the responsible officer within 15 days.

6.4.2 Upon receipt of written request containing issues the solution of which does not fall within the BSCA competence, the appointed officer sends the request for consideration to the organizations in accordance with organization competence within 5 days and notifies the applicant. The request can be left without handling, in this case the applicant is notified to which organization and in what order he should apply to solve the issues set out in the relevant request.

6.5 Management of complaints relevant to accredited CABs**6.5.1 General**

6.5.1.1 Before handling of complaint, the BSCA provides that the complaint is handled by the accredited CAB, the activity of which the complaint is concerned, if it is necessary.

6.5.1.2 After registering the complaint, the responsible officer shall notify the applicant in writing in any form on the receiving complaints by BSCA.

Upon completion of the complaint process, the responsible officer shall send a written response to the applicant, containing relevant information on the progress of the handling of complaint (Annex

3), including the results of the handling of complaint and a formal notification of the completion of the complaint process.

6.5.1.3 BSCA is responsible for collecting and verifying all necessary information to confirm the complaint.

6.5.1.4 BSCA is responsible for all decisions at all levels of the handling of complaints.

6.5.1.5 The requests identified as complaints is handled with conducting an off-scheduled surveillance and/or monitoring., The complaint can be handled without conducting an off-scheduled surveillance based on objective evidence and the Director decision. The period of the handling of complaint with conducting an off-scheduled surveillance and/or monitoring should not exceed one month.

6.5.1.6, It can be necessary to perform relevant actions within a period exceeding one month (request and analysis of additional information, consultation with the Technical Committee, conducting research, testing, conducting an off-scheduled surveillance for a period of more than 30 days for reasons beyond the control of BSCA, etc.) to solve the issues set out in the complaint. In this case by the decision of the Director the appointed for handling of complaint officer send a written notice of the reasons for exceeding the monthly period and the terms of such actions or the terms of handling of requests to the applicant within five days before the end of the month from the day following the day of receipt of the complaint.

6.5.1.7 If there are the documentary evidence in the complaint, that accredited CAB does not fulfil the accreditation requirements, the appointed for handling of complaint officer prepares the report (Annex 3) and provides this report to the TKA meeting for consideration the suspending of the accreditation certificate in all or part of the accreditation scope for the period of the handling of complaint before a final decision-making.

6.5.1.8 The making, reviewing and approval of the decision on the complaint, which is brought to the applicant notice, are carried out by persons who are not directly or indirectly related to the activities relevant to the issues of the complaints under handling.

6.5.1.9 Analysis and decisions on complaints are not expressed in any discriminatory actions against the applicant.

6.5.1.10 The availability of the complaint process to any interested party is provided by posting this procedure on the BSCA website.

6.5.2 Handling of complaint without an off-scheduled surveillance

6.5.2.1 If the Director has decided to handle the complaint without an off-scheduled surveillance, the responsible for handling of complaint officer analyses provided with complaint information (assesses its completeness and sufficiency). If the provided with complaint information is not sufficient and the decision-making is impossible based on this information, the responsible officer requests all necessary information relevant to the handling of complaint from the interested parties (applicant, accredited CAB, etc.)

According to the results of the handling of complaint, the responsible officer prepares a draft report on the progress of the handling of complaint (Annex 3). The draft report on the progress of the handling of complaint is considered at the next scheduled or extraordinary TKA meeting.

6.5.2.2 The TKA may request the additional consultation with the Technical Committee to handle the complaint. The Director/Deputy Director can disagree with the decision on the complaint made at the TKA meeting according to the order established in P SM 7.7 and send the materials connected with

the handling of complaint for revision within the term of the handling of complaint.

6.5.2.3 The responsible officer prepares a written response to the applicant based on the TKA decision and the reviewed retort. The written response is presented in an accessible, reasoned and motivated manner and contains specific formulations that refute or confirm the request (if necessary, references are made to current legal acts, technical legal acts and evidentiary documents)

In case of the decision on full or partial refusal in the satisfaction of complaint, the order of its appeal is specified in the written response to the applicant. The extract from the TKA decision is sent to accredited CAB relating to which the decision was made, in the order established in DP SM 7.7-01.

6.5.2.4 The written response to the complaint is signed by the Director or the person performing his/her duties. Before sending a written response to the applicant, the Front office identifies the presence (outgoing registration number, date of departure) of the prepared response in the SMBusiness (Appendix 2) and removes the task from the execution control.

6.5.2.5 If the letter indicates the decision to conduct an off-scheduled surveillance of the accredited CAB, the responsible officer reports this information to the Head of the Front office, who enters it to the SMBusiness to control the execution.

The responsible officer notifies the regulators on the results of an off-scheduled surveillance of the accredited CAB, if the complaint was received from these bodies.

6.5.3 Handling of complaint with an off-scheduled surveillance

6.5.3.1 The responsible officer agrees with the Director/Deputy Director the decision to conduct off-scheduled surveillance and attract for this purpose the technical expert(s) on accreditation.

6.5.3.2 Responsible for the handling of complaint officer makes the report in the form given in Annex 3 and provides it at the TKA meeting in the order established by P SM 7.7. All or part of accreditation scope of the accreditation certificate can be suspended in accordance the TKA decision for the period of the handling of complaint until final decision-making.

6.5.3.3 The responsible officer forms an assessment team in the order established by DP SM 7.

6.5.3.4 An off-scheduled surveillance to handle of complain is carried out in accordance with the procedure set out DP SM 7.6.

6.5.3.5 An off-scheduled surveillance can be assigned based on a complaint:

- from regulators on accredited CAB activities;
- containing documentary evidence that the accredited CAB does not fulfil the accreditation requirements.

In these cases, an off-scheduled surveillance is carried out at the expense of the accredited CAB in accordance with the agreement with the accredited CAB.

6.5.3.6 The assessment report on the results of the handling of complaint, drawn up in accordance with the requirements of DP SM 7.6, and the draft written response to the applicant submitted for consideration at the next or extraordinary TKA meeting. The Director/Deputy Director can disagree with the TKA decision on the complaint and send the materials connected with the handling of complaint for revision within the term of the handling of complaint.

6.5.3.7 Based on the TKA decision and the considered report, the responsible officer prepares a written response to the applicant in the order established in clause 6.5.2.3-6.5.2.4 of this procedure.

6.6 Handling of complaints against the BSCA actions

6.6.1 If the complaint is received against the BSCA activities (non-compliance with the order of performing activities, non-compliance with the terms, incorrect actions of the assessment team and other activities not related to the decision-making), the handling of such complaints requires no more than 15 days from the date of registering of the complaint in the Front office. The Commission for consideration is formed by the Order (with the appointment of the Chairman and Secretary) and prepares the conclusion on the results of the handling of complaint. The draft order is developed by the Head of the OEPK. After registering the responsible officer notifies the applicant in writing in any form on the receiving complaints by BSCA.

6.6.2 The Commission includes employees, who are not directly or indirectly related to the subject of the complaint, the Head of the OEPK, the Chairman of the ProfKom, the Head of the relevant structural unit, the Quality Manager, as well as other BSCA officers at the suggestion of the Director/Deputy Director, depending on the nature and content of the complaint.

6.6.3 The Commission considers the materials on the complaint, requests from the applicant or the BSCA employees, on which the complaint was received, additional information to verify the facts set out in the complaint, plans other actions for an objective assessment of the complaint, if it is necessary.

6.6.4 Based on the results of the work, the Commission draws the report (Annex 3), which is signed by all members of the Commission.

6.6.5 In the section «Content (nature of the problem)» of the report, actual data are provided that confirm or refute the facts set out in the complaint, the presence or absence of a violation in the BSCA actions.

6.6.6 The Commission report on the complaint against the BSCA actions is provided to the Director for review and approval.

6.6.7 If the complaint concerns the activities of the Director/Deputy Director of the BSCA, such complaint is submitted to the Impartiality Committee for decision-making within five days. The order for operation of the Impartiality Committee is defined in P SM 4.4

6.6.8 The responsible for the handling of complaint officer (the Chairman of Commission/the Secretary of Counsel) forms the response to the applicant and removes the task from the control of the Head of the Front office. If the complaint is found to be justified, a written response is sent to the applicant, containing relevant information on the progress of the handling of complaint (Annex 3), including the results of the handling of complaint, and a formal notification of the completion of the complaint process.

6.6.9 The complaint is handled if the planned corrective and preventive actions satisfy the applicant and a written response is sent to the applicant.

If the applicant disagrees with the result of the handling of complaint, he has the right to appeal it in court, according to the current legislation of the Republic of Belarus.

6.7 Analysis of information on handling of complaints results

6.7.1 Materials on the handling of complaints and other requests (reports and written responses) are formed in folders with outgoing correspondence in the Front office.

6.7.2 The head of Front office transfers annually to the Quality Manager the annual report on handling of the received requests, including the diagram of dynamics of the submitted and justified

complaints and the efficiency assessment of their handling for formation of annexes to the Management review report as one of input data according to DP SM 9.8.

7 RECORDS CONTROL

For information on records control in this procedure see Table 1.

Table 1

Title, type* of records	Place for records storage	Responsibility for update of records form/keeping records	Place for records form storage	Term for records storage
Registration book of personal reception of citizens, including individual entrepreneurs and legal entities (BN)	Director Reception	OEPK/ Assistant Executive	IPS Standard/Our documents/ DP SM 7.12/Annex 1	5 years
SMBusiness Program for registering of (EN)	Front office	Head of the Front office/Head of the Front office	IPS Standard/Our documents/ DP SM 7.12/Annex 2	On a continuous basis
Report on the progress of the handling of request (BN)	Front office	OEPK/Responsible officer	IPS Standard/Our documents/ DP SM 7.12/Annex 3	5 years
Written response on the results of the handling of request (BN)	Front office	-/ Responsible officer	Any form	5 years
* EN - the document is stored on an electronic medium; BN - the document is stored on paper				

Annex 1

Form of the Registration book of personal reception of citizens, including individual entrepreneurs and legal entities

No	Data	Surname, first name and patronymic of the applicant	Address of the place of residence and (or) the place of work	Subject, contents of the request	Results of handling of the request	Mark on the notification of the response to the applicant	Signature (consent of the applicant)
1	2	3	4	5	6	7	8

Form of «Requisites of the Program for registering of SMBisness»
List of requisites of the Program for registering of SMBisness

Registration index No _____	
Surname, first name, patronymic (if any) or the initials of the citizen or initials of the citizen	
Address of the place of residence (place of stay) and (or) the place of work (study), email, tel.	
Name of the legal entity (full or abbreviated) and its location, email, tel.	
Request form	
Data of receipt of the request (incoming)	
Number of sheets of the request	
Number of sheets of the Annexes	
Dates, indexes <*> of the repeated request	
Correspondent, date and index of the cover letter	
Subject	
Contents (nature of the problem)	
Resolution of the Director	
Responsible officer:	
Terms	
Document is sent at execution	
_____ (Date) (Signature) (Initials)	
Дата направления ответственному исполнителю	
Term of execution _____ Date of execution _____	
Progress of handling	
Data of response to the applicant _____ No _____	
Mark on the notification of the response to the applicant in the course of personal reception	
Mark on the removal from control	
Document is filed in the case No _____	
_____ (Date) _____ (signature) _____ (Initials)	
<*> are entered at assignment to the repeated request of the next registration index	

Form of the Report on the progress of the handling of request

Report on the progress of the handling of request

1 Commission consists of :		
Surname, first name and patronymic	Organization	Post

Data of handling of the request:

2 Information about the organization, conformity assessment body:

Name of the applicant: - Surname, first name and patronymic, post, name of the organization; - Contact person	
Tel./fax, e-mail	
Location of the organization	
Request form	
Data of receipt of the request (incoming)	
Number of sheets of the request	
Number of sheets of the Annexes	
Subject (category of the request)	
Contents (nature of the problem)	
Results of handling of the request	
Conclusion on the results of handling of the request	
Further action	
Data	
Signature	
Annexes to the report:	

Signature, data

Amendments registration sheet

No	Date of introduction of the amendment	No of notification of the amendment, date of approval	Paragraph amended	Signature of the person who introduced the amendment	Full name of the person who introduced the amendment e
1	2	3	4	5	6