Complaints Procedure

1. Purpose

The purpose of this procedure is to provide a clear and fair process for handling complaints received by Soleir LLC, ensuring that all complaints are resolved promptly and effectively.

2. Scope

This procedure applies to all complaints received from customers, employees, suppliers, or any other stakeholders.

3. Receiving Complaints

If a situation arises where an organization or person wishes to submit a formal complaint to Soleir, the complaint should be emailed to support@soleirllc.com.

Management of Soleir will acknowledge the complaint via email within 48 hours of receipt. This complaint and all accompanying information will be recorded for evaluation.

4. Complaints Handling and Investigation

The complaint is documented on MSD 18 Complaints Form and is reviewed by the Soleir President/CEO and/or Advisory Council who is responsible for gathering all required information, conducting the investigation, informing the complainant of progress, and determining actions taken.

If the complaint relates to a certified client, then examination of the complaint considers the effectiveness of the certified management system. A special audit may be necessary to accomplish this.

The Soleir President will log the complaint in the complaints register and assign a unique reference number.

5. Resolution

Once the investigation is complete, the Soleir President will propose a resolution.
The complainant will be informed of the outcome and any actions taken to resolve the complaint.
Actions taken are recorded and formally communicated.

6. Follow-Up

Formal notice is provided, and resolutions are made public if needed. Complaints are resolved within 30 days. If a Complaint cannot be resolved within 30 days, mediation is initiated.

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7. Record Keeping

All complaints are retained as documented information and are coordinated with the Soleir Advisory Council to ensure impartiality and involvement of interested parties. Actions taken are recorded and formally communicated.

These records will be used to identify trends and areas for improvement.

8. Confidentiality

All complaints will be handled confidentially, and information will only be shared with those who need to know to resolve the issue.

9. Policy Review

This procedure will be reviewed annually to ensure it remains effective and reflects best practices.

10. References and Resources

Description	Document	Location
Accreditation Standard	ISO 17021-1 2015	Clause 9.8
Complaints Form	MSD 18	Drive