

Publicly
Available
Specification

**MS ISO/PAS
17003:2004**

First edition
2016-02-20

**Conformity assessment – Complaints
and appeals - Principles and
requirements**

ICS 03.120.20



**Mauritius Standards Bureau
Moka**

National foreword

This Publicly Available Specification is identical with **ISO/PAS 17003:2004**, *Conformity assessment – Complaints and appeals – Principles and requirements*. It was adopted by the Mauritius Standards Bureau on the recommendation of **Conformity Assessment Standards Committee** and approved by the **Standards Council** on 17 December 2015. It was notified in the Government Gazette on **20 February 2016***.

The following Mauritian Standard is identical to the International Standard, which is referenced in the adopted standard:

International Standard	Corresponding Mauritian Standard
ISO/IEC 17000	MS ISO/IEC 17000 , <i>Conformity assessment – Vocabulary and general principles</i>

* **General Notice No. 183 of 2016.**



COPYRIGHT PROTECTED DOCUMENT

© MSB 2016

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from Mauritius Standards Bureau at the address below

*Mauritius Standards Bureau
Villa Road
Moka
Mauritius*

Telephone + (230) 433 3648
Fax + (230) 433 5051/ 433 5150
E-mail msb@intnet.mu
Website http://msb.intnet.mu

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

In other circumstances, particularly when there is an urgent market requirement for such documents, a technical committee may decide to publish other types of normative document:

- an ISO Publicly Available Specification (ISO/PAS) represents an agreement between technical experts in an ISO working group and is accepted for publication if it is approved by more than 50 % of the members of the parent committee casting a vote;
- an ISO Technical Specification (ISO/TS) represents an agreement between the members of a technical committee and is accepted for publication if it is approved by 2/3 of the members of the committee casting a vote.

An ISO/PAS or ISO/TS is reviewed after three years in order to decide whether it will be confirmed for a further three years, revised to become an International Standard, or withdrawn. If the ISO/PAS or ISO/TS is confirmed, it is reviewed again after a further three years, at which time it must either be transformed into an International Standard or be withdrawn.

ISO/PAS 17003 was prepared by the ISO *Committee on conformity assessment* (CASCO).

Introduction

In 2001 the ISO Council asked its policy committee on conformity assessment (ISO/CASCO) to study and prepare a group of common elements for application in all future ISO documents on conformity assessment. Subsequent to this request ISO/CASCO approved the formation of Working Group 23, *Common elements in ISO/IEC Standards for conformity assessment activities*, to undertake this task.

The working group has identified several common elements, including among others

- impartiality,
- confidentiality,
- complaints and appeals,
- management systems.

This Publicly Available Specification (PAS) addresses the elements of “complaints” and “appeals” that appear in many of the ISO/IEC Guides and International Standards on conformity assessment.

The PAS covers the agreed principles that give substance to the elements of “complaints” and “appeals”, and also provides requirements clauses intended to be included in future ISO/IEC International Standards on conformity assessment.

This PAS is intended to apply to the drafting of documents on conformity assessment by ISO/CASCO.

Clause 4 (Background) contains comments on the importance to conformity assessment of the handling of complaints and appeals.

Clause 5 (Principles) contains statements that are intended to orientate ISO/CASCO working groups in their task of creating requirements to address complaints and appeals in their documents.

The requirements to be inserted into future ISO/CASCO documents that cover the common elements of “complaints” and “appeals” are detailed in Clause 6. ISO/CASCO has adopted a common structure for the presentation of requirements. Requirements should be grouped under one or more of the following headings:

- a) General requirements;
- b) Structural requirements;
- c) Resource requirements;
- d) Process requirements;
- e) Management system requirements.

As such, each of the common elements will have requirements related to it grouped under one or more of the headings shown above.

This PAS is not intended to become a future International Standard. At the end of three years after the date of publication, it is expected this PAS will be withdrawn and its contents incorporated as appropriate in relevant ISO/CASCO normative and guidance documents.

Conformity assessment — Complaints and appeals — Principles and requirements

1 Scope

This Publicly Available Specification (PAS) contains principles and requirements for the elements of complaints and appeals as they relate to conformity assessment.

It is an internal tool for use in the ISO standards development process by ISO/CASCO working groups when addressing the elements of complaints and appeals in the preparation of their documents.

This Publicly Available Specification is not a stand-alone normative document to be used directly in conformity assessment activities.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17000:2004, *Conformity assessment — Vocabulary and general principles*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000 apply.

NOTE The use of the term “body” in this PAS means either an accreditation body or a conformity assessment body as defined in ISO/IEC 17000.

4 Background

4.1 The complaints received by bodies fall into one of two categories (see Figure 1). One category of complaints is about conformity assessment and/or appeals and the way that the conformity assessment system functions. This is the type of specific complaint that, if left unresolved, has the potential to bring both the body and the system into disrepute.

4.2 Another category of complaints is about the level of service quality or delivery. Dealing with these complaints is part of the normal business process, and is not the subject of this PAS. ISO 10002 gives guidance on the complaints-handling process that could be used to deal with these types of complaints.

4.3 The term “appeal” in this PAS should not be confused with the use of “appeal” in a legal sense. Appeals and the appeals process in the context of conformity assessment in this PAS is deliberately an internal process of the body whose conformity assessment result is being appealed against. The decision on the appeal remains that of the body that is being appealed against, and does not require a hearing or decision on the appeal by some external agency or court.

4.4 Handling of complaints and appeals may use parts of the same process.