

ISO 10002 Assurance Program



Attributes:

Name:	ISO 10002 Assurance Program
Criteria:	ISO 10002 and Client Charter
Market:	All organisations
Scope:	International
Output:	Certificate of Confidence
Validity:	3 years, subject to on-going requirements
Outcome:	Certification gives confidence to the organisation, its customers, workers, suppliers, regulators and/or other interested parties in the ability to effectively handle complaints.



ISO 10002 Q-Mark™

Background:

ISO 10002 provides guidance for the design and implementation of an effective and efficient complaints-handling process for all types of commercial or non-commercial activities, including those related to electronic commerce. It is intended to benefit an organisation and its customers, complainants and other interested parties. To ensure integrity in the ensuing certification, ISO 10002 certification through Equal Assurance must be attained in concert with other management systems certifications, as prescribed in the Client Charter.

The process:

As an organisation, the steps involved for you are:

1. Applying for certification:

Review and accept our customised Proposal, and you're underway!

2. Achieving certification:

Firstly, a pre-certification audit or "test run" will be conducted either on-site (at your premises) or off-site (at our premises) or both, to see whether your complaints handling processes are suitable. Areas of concern will be reported. Once concerns have been actioned, an on-site certification audit will be conducted, where we will examine the extent to which you address the program criteria. Areas of concern will be reported. Once we are satisfied there are no outstanding issues that present an unacceptable risk to you, your customers, regulators, Equal Assurance or others, we can proceed to issue a *Certificate of Confidence*. Well done!

3. Maintaining certification:

Depending on the level of risk, we will conduct a series of surveillance audits (and in some cases special and follow-up audits) and tri-ennial re-certification audits, to examine the extent to which you continue to address the program criteria. Areas of concern will be reported. So long as we continue to be satisfied there are no outstanding issues that present an unacceptable risk to you, your customers, regulators, Equal Assurance or others, your certification remains valid.

Your next step:

Further details regarding the specific requirements of this assurance program are provided in our Client Charter. This and other relevant documentation are available for download from www.equalassurance.com.

Contact one of our Account Manager who will prepare a Proposal Form at no cost.