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# Receive, Evaluate and Make Decisions on Complaint and Appeal Procedure

This Procedure identify the main steps required to effectively manage decision making process with regards to complaints and appeals.

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2. This document should be updated before 36 months of its effective date.

## Version History

Revision	Date	Description	Modified By
V1	01/April/2022	Develop the main document.	Hany Shalaby
	06 Aug 2023	Update the main document.	

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## Approvals

**DECLARATION:** The following sign-off represents agreement to the contents of this document. All signatories of this document must ensure that their team abides with it until it is superseded by another version.

Name	Title	Responsibility	Signature & Date
Ahmed Moustafa	General Manager	Approver	
Ibrahim Mersal	MR	Owner	

# Receive, Evaluate and Make Decisions on Complaint and Appeal Procedure

## 1. Objective

The purpose of this procedure is to describe process followed to receive, evaluate, validate and make decisions on complaint and appeal received from the applicant, candidate, certified person and others.

## 2. Scope

2.1 This procedure covers all complaint and appeal received at organization by any means, like written, verbal etc.

## 3. Responsibilities

- **Management Representative** is responsible for closing of complaint and appeal and make decision on complaint and appeal.
- **Certification Manager / Certification personal** are responsible for receipt, validating, handling, analysing the complaint and appeal.

## 4. Procedure Triggers

This process is triggered on monthly basis for the raised complaints and appeals.

## 5. Key Performance Indicators (KPIs)

Field	Value
Measurement Title	<b>Monthly Success Rate</b>
Measure	The ratio of the number of times complaints and appeals were successfully processed in a month to the total number of complaints and appeals raised in the same month.
Description	Ratio
Measurement Type	Ratio
Formula	$\frac{\# \text{ of successfully processed complaints and appeals in a month}}{\text{Total \# of raised complaints and appeals in the same month}}$
Unit of Measure	%
Collection	Monthly
Frequency	Monthly
Reporting	Monthly
Frequency	Monthly
Target Value	<b>100%</b>

## 6. Procedure Control

- ISO / IEC 17024-2012 Standard Requirements

## 7. Procedure Risks

Risk	Mitigation
<p><b>- Complaints not processed on time</b> – It takes longer than agreed to process or make decisions on complaints.</p>	<p>- Conduct a bi-weekly check on all raised complaints and appeals.</p>

## 8. Definitions

Note

## 9. Procedures

### 9.1. Receipt of complaint and appeal

- 9.1.1. Complaint and appeal received from applicant, candidate, certified person / interested party by any means or by any one is first of all recorded in the complaint and appeal report (FR-6-0201-99) with the details of;
- Sr. No.,
  - Mode of receipt,
  - Received by,
  - Name of applicant, candidate, certified person / interested party,
  - Description of complaint and appeal,
  - Reference of certification scheme against, which complaint is raised along with the reference of applicant, candidate, certified person.
- 9.1.2. After receipt of the complaint and appeal, Management Representative first validate complaint and appeal and then reply to applicant, candidate, certified person for receipt of the complaint and appeal and inform the approx. time required to investigate this complaint and appeal. If the investigation of complaint and appeal takes more time, then complainant / appellant is informed the progress report also.
- 9.1.3. Applicant, candidate, certified person / interested party' complaint and appeal report (FR-6-0201-99) are issued to the Certification personnel or Certification Manager for analysing the root cause.

### 9.2. Evaluation of Complaint and appeal

- 9.2.1. Certification Manager / Certification personnel reviews the complaint and appeal for;
- Delay in submission of certificate,
  - Wrong evaluation / less marks in evaluation,
  - Name and other details are not correct, which is printed on certificate,
  - Practical demonstration is not adequate, considering the certification scheme,
  - Infrastructure is no up to the mark considering the certification scheme etc.
  - Any other problem identified by the Applicant, candidate, certified person / Interested party.
- 9.2.2. Applicant, candidate, certified person / Interested party complaint is analysed for the root cause. After identification of root cause the necessary actions are taken to resolve the complaint.
- 9.2.3. Then the Applicant, candidate, certified person / Interested party are replied accordingly. Also necessary actions are taken at Applicant, candidate, certified person / Interested party end, if required to resolve the complaint. Considering seriousness of complaint and appeal, Management

Representative or their nominee may visit the Applicant, candidate, certified person / Interested party, wherever required. Based on his feedback the complaint is closed by Management Representative. If required, applicant, candidate, certified person is asked to submit the Certification item again to resolve the complaint and appeal.

9.2.4. Criteria for categorisation of complaint and appeal and time frame for handling the same;

Nature of complaint and appeal	Justification	Time frame to handle complaint and appeal
<b>Serious</b>	<ul style="list-style-type: none"> <li>Course or examination not done up to the mark</li> </ul>	Within 7 days after date of receipt
<b>Major</b>	<ul style="list-style-type: none"> <li>Mistake in certificates</li> </ul>	
<b>Minor</b>	<ul style="list-style-type: none"> <li>Delay in submission of certificate</li> <li>Spelling mistakes in certificate</li> </ul>	

**9.3. Decision on complaint and appeal**

- 9.3.1. Based on analysis of applicant, candidate, certified person / interested party' complaint, final settlement is done with applicant, candidate, certified person / interested party by Management Representative considering the seriousness of complaint. Certification Manager identifies need for taking corrective and preventive action to remove / avoid applicant, candidate, certified person / interested party' complaint in future and accordingly concerned person is informed.
- 9.3.2. All the complaint and appeal received by Organization will be closed within 15 days after receipt of the complaint. General Manager and Management Representative is authorised for closing of complaint. It is ensured that the outcome of the complaint is made by an independent person who might not be involved in the original organization activities in question.
- 9.3.3. The applicant, candidate, certified person is given the formal notice of the end of the complaint and outcome of the complaint and appeal. The decision on the complaint and appeal is made by General Manager and the decision is conveyed to applicant, candidate, certified person for the complaint and appeal.
- 9.3.4. Certification Manager monitors effectiveness of corrective and preventive action by reviewing results for suitable time on case-to-case basis.
- 9.3.5. If any major changes in any of the relevant documents are necessary by way of corrective and preventive action or complaint, then this is done as per procedure for document control and records are maintained.

**10. Attachments**

- 10.1. PD-1-0102-122 Procedure for Document and data control
- 10.2. FR-1-0102-115 Audit Plan
- 10.3. RP-1-0102-116 Internal Audit Non-Conformity Report