

Mirdif Security & Safety Consultants

Satisfaction Complaints and Appeals Procedure (MSSC-ISP-11)



Mirdif Security & Safety Consultants
MSSC

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Revision History

Issue - Rev.	Rev. summary	Date.	Remarks
01 - 00	Procedure issue	07/2/2013	
01 - 01	Incorporate local authority requirements as per ISO17020:2012	22-02-2014	
01-02	New Management change	01/05/2017	
01-03	New Management change	01/04/2018	
01-04	Requirement of ISO 17024:2012, Relevant EIAC requirements, Adding objectivity in 4.1	20/07/2019	
01-05	ISO 45001 replace OHSAS 18001	20/12/2020	



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1 Purpose

The purpose of this procedure is to describe handling of complaint and appeal, validating the complaint and appeal received from the client and from other parties.

To monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled and describing the methods for obtaining, monitoring and reviewing this information

2 Scope

This procedure covers all complaint and appeal received at Organization by any means, like written, verbal, e-mail etc. It also includes adverse findings during audits.

3 Responsibility

- 3.1 **Management Representative / Operation and Technical Manager /Senior Inspector engineer/ Chief Examiner** is responsible for receiving the complaint and appeal from the clients / other parties. in consultation with the Sr. Inspection Engineer / Sr. Examiner They are responsible for handling, validating and analysis of the complaint and appeal to the satisfaction of the clients / other parties. (as practicable , applicable and necessary)
- 3.2 **Operation and Technical Manager/Senior Inspector engineer /Chief Examiner** responsible for closing of complaint and appeal to the satisfaction of client / other parties (as practicable, applicable and necessary)
- 3.3 **Management Representative / Technical Manager/Senior Inspector engineer/ Chief Examiner** is responsible handling and analyzing the complaint and appeal by back-up records.
- 4.0 **Marketing /Sales Manager** is responsible for conducting customer surveys on regular basis and responsible for receiving the complaint and appeal from the clients / other parties and collecting & analyzing the customer satisfaction feedback survey

4 Description of activity

4.1 Objectivity and Impartiality while handling the complaints

Management Representative / Operation and Technical Manager /Senior Inspector engineer/ Chief Examiner or anybody involved in complaint handling shall not be involved in execution of the job related complaint – if anyone is involved, he /she shall be excluded from the complaint handling process to ensure objectivity and impartiality while handling the complaint.

4.2 Receipt and validating complaint and appeal

Complaint and appeal received from client / other parties by any means or by any one is first recorded in the Complaint and appeal register. After that complaint and appeal report is prepared with the details of;

- Complaint and appeal sr. No.,
- Mode of receipt,
- Received by,
- Name of client / other parties,
- Description of complaint and appeal,
- Reference of inspection services against, which complaint and appeal is raised along with the reference of inspection date,

Client / other parties' complaint and appeal report are issued for analyzing the root cause.

Sr. Inspection Engineer / Technical Manager / Chief Examiner for validates the complaint after checking necessary back-up records or personal interview of the Inspection Engineers / Technicians (who were involved in to job).

4.3 Classification of the client feedback and complaint and appeal

Client complaint and appeal and client feedbacks are classified according to their cause. The purpose is to allow for better tracking of trends and evaluating improvements in specific domains. Possible causes are:

- Suspected results
- Late result reporting
- Problems with communication and response
- Complaint and appeal regarding business practices, publicity, etc.
- Problems in inspection services provided
- Others (to be specified)

4.4 Handling of Client Complaint and appeal

Management Representative / Technical Manager/Senior Inspector engineer / Chief examiner and the function responsible for the complaint and appeal, decide how to respond to the client and, when applicable, what needs to be done to correct the problem for the client (re-examination, hold a meeting, etc.). The client is informed of this decision.

Management Representative / Technical Manager /Senior Inspector engineer Chief examiner review every client complaint and appeal; root cause is analyzed, and corrective action is taken.

4.5 Analysis of Complaint and appeal

Management Representative/Technical Manager/Senior Inspector engineer reviews the complaint and appeal for;

- Delay in execution of inspection or examination or submission of Inspection report / certificate / application.
- Inspection /examination not carried-out as per the scheme/ outline/contract as applicable,
- Inspection /examination is not carried-out in time,
- Wrong manner conducts during examination,
- Errors in examination /inspection reports/certificates
- Inspector / Examiner / trainer problems (related to communication – response- manners.etc.)
- Complaint and appeal regarding business practices, publicity, etc.
- Problems in inspection services provided
- Suspected results
- Late result reporting
- Any other problem identified by the client / other parties.

Client / other parties' complaint and appeal is analyzed for the root cause. After identification of root cause the necessary actions are taken to resolve the complaint and appeal.

Client / other parties are replied accordingly. Also, necessary actions are taken at client / other parties' end, if required to resolve the complaint and appeal. Considering seriousness of complaint and appeal, Technical Manager/Senior Inspector engineer or their nominee may visit the client / other parties, wherever required. Based on his feedback the complaint and appeal are closed by MR / Technical Manager.

4.6 Closing of complaint and appeal

Depending on the nature of the non-conformity, the Management Representative / Technical

Manager/Senior Inspector engineer may follow up with requests for corrective and preventive actions. When the investigation of client complaint and appeal determines that remote operation or other external organizations contributed to the complaint and appeal, the Technical Manager/Senior Inspector engineer or his delegate contacts these organizations and provides them with all relevant information.

Every client complaint and appeal is recorded. The records are maintained by the Management Representative / Technical Manager. When there are copies of written communication, reports and other documents related to a complaint and appeal, these records are organized into a file and are identified with the complaint and appeal number and also having records of the corresponding corrective or preventive actions. The records of investigations that concern product quality or other test characteristics are maintained by Technical Manager. Based on analysis of Client / Other Parties complaint and appeal, necessary actions are taken, and client is replied for closing the complaint and appeal. Management Representative identifies need for taking corrective and preventive action to prevent such complaint and appeal in future and accordingly concerned person is informed.

All the complaint and appeal received by Organization will be closed within 7 working days after receipt of the complaint and appeal. Technical Manager/Senior Inspector engineer is authorized for closing of complaint and appeal.

4.7 Client Feedback

Client feedback is taken **At least once in a Year**. All instances of client feedback, both positive and negative, are reviewed by the Management Representative / Chief examiner. A complaint and appeal is investigated to determine the cause, determine corrective actions and identify any preventive measures that may be required. Un-satisfactory feedback is also considered as complain and is analyzed as per above procedure.

Management Representative monitors effectiveness of corrective and preventive action by reviewing results for suitable time on case-to-case basis.

If any major changes in any of the relevant documents are necessary by way of corrective and preventive action or complaint and appeal, then this is done as per procedure for document control and records are maintained.

4.8 Examinations Appeal Administration

In the event of an applicant, certified person or any interested party, wishing to contest any decision of MSSC, he shall, within 14 days after having been officially informed of such a decision, give notice in writing to MSSC of his desire to appeal against the decision. The receipt of the appeal is acknowledged by chief examiner and the applicant is informed of the progress made and the outcome. MSSC is responsible for all decisions at all the appeals handling process.

Tracking and recording appeals, including actions undertaken to resolve them ensuring that any appropriate correction and corrective action are taken and done by chief examiner.

On receipt of such an appeal, the MR, shall advise the GM of the details of the appeal received. The GM will proceed in meeting. The appeals panel will confirm of the area of technical expertise related to the nature of the appellant's activities under certification. The appellant will have the right to object to the inclusion of any person in the appeals group. All members chosen to form the appeals group shall not have been previously involved in the decision appealed against MSSC also ensures that the persons engaged in the appeals handling process are different from those who carried out the examinations and the certification decisions.

The meeting of the appeal group shall be held within 30 days of the receipt of notification from the appellant will be provided with at least 7 clear days of written notice of the time and place of the appeals group meeting. Prior to the meeting of the appeals panel the existing decision of MSSC is to remain in force.

At the appeals group meeting of both the appellant and the appropriate representative from MSSC shall be entitled to be heard in confidence and majority decision of the appeals group shall be final. While taking decision the results of previous similar appeals are taken into account.

The chief examiner shall ensure that the appellant is advised in writing of the decision of the appeals group within 7 days of the decision. The MR shall record details of the appeal in the register of appeals and implement the decision of the appeals group as required. On conclusion of the appeal, the chief examiner will also review the grounds of appeal and evaluate if any possible improvements to MSSC control system are required.

The chief examiner shall ensure that the submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant that any appropriate correction and corrective action are taken. The certification body shall give formal notice to the appellant at the end of the appeals handling process.

4.9 Certified Person Complaint Administration

Any complaint received by MSSC in writing, via email or telephone in respect of its functions as a certification body or person certified, shall be fully reviewed by the MR and shall be recorded in the complaint register with its nature if the complaint relates to the certified person or interested party.

MR must ensure that the effectiveness of the certified person system is checked by examiners, who are not involved with the certified person previously.

The letter in question is sent to certified person within 14 days of receiving of complaint and recorded in the complaint register.

If the complaint is against an officer of MSSC including MR then it will be investigated by GM.

The complaint shall be closed within 45 days from the receiving date of the complaint

Verify the promptness and effectiveness of the actions taken in respect of the complaint received to ensure its prompt disposal

Ensure that the complainant is advised of the result of the investigation within six weeks of the receipt of the complaint

All complaints, after redressed & disposal, shall be closed through a closing note/closing call by the chief examiner (where applicable), certification will be restored as quickly as possible.

Ensures that any appropriate correction and corrective action are taken and also suitable preventive action is taken to avoid recurrence of such cases.

Ensure that effectiveness of the measures adopted are covered during the management review meeting

The entire process to be followed meets the requirement of confidentiality as it relates to the complaint and to the subject of the complaint. The complaints are recorded in the complaint register

Gather and verify all necessary information to validate the complaint

4.10 Documentation

The documentation of complaint and appeals includes:

- The complaint/appeal (with dates and original information)
- The answer of MSSC
- A complete description of the handling of the appeal/complaint including all persons involved
- Nature of complaints and appeals
- Action taken and their resulting effects

Any appeals/complaints as well as any allegations and their investigation are documented:

- In the file of the complaint or company filing the appeal
- In case of complaints; in the general complaints file
- In the file of other concerned parties – if relevant
- In the file of parties that have to informed of the case (e.g. relevant authorities)

Appeals and Complaints should be addressed to:

info@mirdifsecurity.com

inforad@mirdifsecurity.com

4.11 Formats / Exhibits

- Request or Order review / Order details & Inspector's Distribution
- Customer Satisfaction Survey
- Inspection report
- Inspection Certificate
- Customer's Inquiry Form
- Customer Complaint & Appeals Report/form
- Customer Complaint & appeals Register
- Quotation
- Invoice

5 References

- Local Order 52: 1990 Article 5.12
- Local order Law 2:2012
- ISO/IEC 17020:2012 Clauses 7.5 & 7.6
- EIAC-RQ-IB-001 General Accreditation Requirements for Inspection Bodies