

**Procedure for Handling of Complaints & Appeal****Table of Contents:**

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Procedure for Handling of Complaints & Appeal

1. Purpose:

Systematically handle and promptly resolve all complaints & appeals come from customers and other relevant parties to their satisfaction.

2. Scope:

Apply to all complaints related to quality, including complaints from internal and external customers or organization's own personnel via letter or fax, e-mail, telephone, and verbal communication.

3. Definition:

Complaint: A complaint is any concern that may have about an Inspection operation.

Appeal: Appeal means apply for review of particular issue to higher authority. In case of client appeal it means client application to the higher authority of the laboratory for reviewing the test or inspection result.

4. Detailed procedure:

4.1 All technical complaints originating from clients or other external sources will be handled by the personnel of the inspection body who was not involved in inspection activities. The complaint/appeal is directed to the Technical Manager to confirm whether the complaint relates to inspection activities for which it is responsible. Any non-technical complaints are addressed by the Managing Director.

4.2 If any appeal or complaint comes from the client for reviewing the test or inspection result then it is immediately inform the Quality Manager /Technical Manager and an investigation team will be formed.

4.3 After receiving any complaint the Quality Manager will arrange a meeting with senior management to analyze the root cause.

4.4 Corrective action and preventive action is taken for all kinds of complaints. An acceptable resolution may include any combination of re-inspection, third party inspection, credit or refund as approved by the Managing Director.

5. Quality Manager maintains a record of all complaints and the corrective actions taken. (Will See file, customer complaints/client feedback).

6. Before a resolution is announced, the Quality Manager determines that the resolution or the action meets with the client's satisfaction, and obtains authorization from the Managing Director.

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7. The Quality manager shall ensure that all complaint & appeals are handled properly and record is kept.

5. **Responsibilities:**

- 5.1 Managing Director
- 5.2 Technical Manager
- 5.3 Quality Manager

6. **Record & Related Documents:**

- Customer Complaint & Appeal Record Form-EISL/ENV/CA-01
- Record of Customer Complaint & Appeal
- Complain Handling Diagram (Annex -V)
- Master list of Complaint & Appeal- EISL/ENV/CA-02

7. **References:**

- ISO/IEC 17020 Conformity Assessment -*Requirements for the operation of various types of bodies performing inspection*

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