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1. SCOPE

This Procedure covers all complaints and appeals of client or other parties that are related to CD product certification services.

2. POLICY

It is the intent of this document that CD PC effectively responds to individual cases of dissatisfaction.

3. PURPOSE

The purpose of this procedure is to describe the steps and associated responsibilities for handling client's or other parties' complaints/appeals properly and treat them with the objective of improvement of CD's product certification services.

4. REFERENCE DOCUMENTS

- ISO/IEC 17065: Conformity assessment – Requirements for bodies certifying products, processes and services;
- OP/CD/1.9 – Complaints and Appeals Handling Procedure for management system certification,

5. DEFINITIONS AND ABBREVIATIONS

5.1 Definitions

For the purpose of this procedure, the terms and definitions given in ISO 9000, ISO/IEC 17000 and ISO/IEC 17065 apply.

5.2 Abbreviations

CA- Corrective Action(s)
CD- Certification Directorate
DC- Director, Certification
DG- Director General
DDG- Operations Deputy Director General
ECAE- Ethiopian conformity assessment enterprise
QM- Quality Manger
QMD- Quality Management Director
TLPC- Team Leader, Product Certification

6. RESPONSIBILITY AND AUTHORITY

The overall responsibility and authority to implement this procedure holds the QM**.** The specific responsibility for each process step is defined in the process flowchart under responsibility column.

7. PROCEDURE

7.1 Process flowchart

Input	Process	Output	Responsibility
1. Complaint /appeal application (CD/PC/F7.13.0.1 or CD/PC/F7.13.0.3) Appeal/complaint register log book (CD/PC/F7.13.0.2 or CD/PC/F7.13.0.4)	Compliant/appeal Registration 1	1. **Registered complaint/appeal**	QM
2. Registered complaint/appeal	Reviewing/evaluating the Compliant/appeal 2	2. **Review /evaluation notes**	DC /DG/DDG/QM/QMD
3. Review /evaluation notes	Is the compliant /appeal valid? 3	3. **Decision notes on the validity /invalidity**	DC/DG/DDG/QMD
4. Decision notes on the validity /invalidity	NO → Notifying Complainant/ appellant 4 Yes	4. **Notification letter**	DC /DDG/ DG
5. **Decision notes on the validity of the complaint/appeal**	Resolving the complaint/appeal in accordance with CD/PC/P8.7.0 5	5. **Filed complaint / appeal application form with justification on the validity of the complaint/appeal**	**Relevant certification personnel/TLPC /DC/DDG/DG**

7.2 Description of process steps

Process steps	Description
1	The complainant/ appellant shall fill out the complaint/ appeals application form (CD/PC/F7.13.1 or CD/PC/F7.13.4) and signs it. All complaints/appeals related to product certification service are received and registered by the quality manager on compliant/ appeals registration logbook, CD/PC/F7.13.2 or CD/PC/F7.13.5 and then submits them to the DC. If the appeal is to be reported against the DC/CD, then the appeal/complain is received by the QMD and submit to DG/DDG office.
2	Appeals generally are not reviewed by the person appealed against, but by his/her immediate boss or appropriate person assigned for the task. Valid complaints about certified client will also be referred by Director, Certification to the certified client in question.
3	In all cases, the reviewers on whether the compliant/appeal is valid or not shall give decisions.
4	If the complaint/appeal is proved to be invalid, then the complainant/appellant shall be notified of the same in writing. The appellant will be advised to further appeal to the next higher position if he/she is not satisfied with the decision given on his/her appeal.
5	If on the other hand, the complaint/appeal is proved to be valid, then the relevant personnel will investigate in to the root cause of the complaint/appeal and rectify the problem within a specified time frame in accordance with the corrective and preventive action procedure, CD/PC P8.7.0. Filled complaint / appeal application form with justification on the validity of the complaint/appeal will be used as input to Process flow step 1 of the procedure. The DC, upon receipt of the corrective action report, will inform the complainant/appellant (by completing the complaints/appeals resolution report form, (CD/PC/F7.13.0.3/ CD/PC/F7.13.0.6) that the necessary corrective action has been taken and the complaint/appeal is resolved.

8. SUBSIDIARY DOCUMENTS

Document Number	Document Title
CD/PC/F7.13.1	Complaints application form
CD/PC/F7.13.2	Complaints Registration log book
CD/PC/F7.13.3	Complaints Resolution Report form
CD/PC/F7.13.4	Appeals application form
CD/PC/F7.13.5	Appeals Registration log book
CD/PC/F7.13.6	Appeals Resolution Report form
CD/PC/P8.7.0	Corrective and Preventive Actions Procedure

Document Issue History

Revision No.	Description of change	Author(s)	Effective date
0	Initial release	Deressa Fuffa and Yonatan Mengesha	
1	The contents of document issue history have been modified besides including policy statement.	Deressa Fuffa and Zeleke Folla	March 15
2	Operations Deputy Director General and Quality Management Director are added in to the process.	Fitsum Abebe	May 2021

Approver by: Amsalu Enyew	**Signature:**