PROCEDURE FOR CUSTOMER SATISFACTION, COMPLAINTS AND APPEALS HANDLING

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1 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 ECAE Certification Body's certification services.

2 SCOPE

The Procedure covers all complaints/appeals and all feedback of client's or other parties' that are related to certification services of ECAE CD including appeals related to certification decisions.

3 REFERENCES

i. ISO /IEC 17021-1:2015 Conformity assessment- Requirements for bodies providing audit and certification of management systems
ii. ISO/IEC 17065:2012 Conformity assessment — Requirements for bodies certifying products, processes and services
iii. ISO 19011 :2018 Guidelines for auditing management systems

4 RESPONSIBILITY:

i. It is the responsibility of Quality Manager to implement the requirements of this procedure.
ii. The Team Leader and personnel involved in certification are responsible to ensure the implementation of this procedure.

5 DEFINITIONS AND ABBREVIATIONS

5.1 Definitions

For the purpose of this procedure, in addition to the terms and definitions given in ISO 9000:2015, ISO 17000: 2020, the following apply.

i. **Certified Client:** Organization whose management system/product has been certified.
ii. **Complaint:** any non-conformity or dissatisfaction reported by external and internal customers.
iii. **Complainant/appellant:** Either an individual or an organization reporting complaint/appeal.

5.2 Abbreviations

QM: Quality Manger
DC: Director, Certification
CA: Corrective actions
TL: Team Leader System Certification

6 PROCEDURE:

6.1 Customer Satisfaction:

6.1.2 The Quality Manager shall randomly select clients (from newly certified and existing ones) and e-mails them or facilitates and executes other means of handing of the survey form to those identified for the purpose

6.1.3 The Quality Manager shall collect and register the completed customer satisfaction survey forms (Questionnaires).

6.1.4 The QM and the TL shall examine, organize, analyze and classify the findings, identifying aspects or elements of Client's satisfaction and dissatisfaction depending on the feedbacks collected. Director, Certification may establish a team for handling the subject if the situation necessitates it.

6.1.5 The organized and classified survey information will be reviewed and aspects or subjects of satisfaction and dissatisfaction properly identified and noted.

6.1.6 The list of those customers who are classified as dissatisfied including notes on aspects of their dissatisfaction will be submitted to a concerned process owner or team as the case may be for rectification and action as per the Corrective Action Procedure

6.2 Complaints and Appeals Handling

6.2.1 All complaints/appeals related to management system/ product certification service are received and registered by the quality manager, on compliant/ appeals registration logbook, OF/CD/1.13 or OF/CD/1.14 as applicable and then submit them to the DC.

6.2.2 The DC 's office shall acknowledge receipt of the complaints/appeals to the respective complainant /appellant within 24hours.

6.2.3 If the appeal is to be reported against the DC, then the appellant is advised by the QM to submit his/her appeal to the DG office.

6.2.4 Director, Certification after receipt of the complaint/appeal confirms whether the complaint/appeal relates to ECAE CD's certification activities that it is responsible for.

6.2.5 The Director then forwards the complaint/appeal to the relevant certification Team Leader for investigation who will capture the complaint/appeal in the Non conformity report form OF/CD/1.10.

6.2.6 Any complaint raised against the Director, Certification will be reviewed at the Director General's office.

6.2.7 If the complainant is not satisfied with the outcome of the complaint investigation, he reserves the right to appeal through the Team leader who is responsible for the investigation of the complaint.

6.2.8 Appeals and complaints shall not be reviewed by the individuals complained or appealed against.

6.2.9 In all cases, the outcomes of the appeal or complaint process given by the relevant reviewers is not further verified by Director, Certification or the Director General as the case may be.

6.2.10 The Certification/ Director General makes sure that submission, investigation and decision on complaints/appeals will not result in any discriminatory actions against the complainant/appellant.

6.2.11 If the complaint/appeal is proved to be invalid, then the complainant/appellant shall be notified of the same in writing.

6.2.12 The appellant will be advised to further appeal to the Ministry of Trade and Industry if he/she is not satisfied with the decision given on his/her appeal at the level of the ECAE.

6.2.13 If on the other hand, the complaint/appeal is proved to be valid, then the relevant personnel or team assigned for the task 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 Action Procedure, OP/CD/1.5. Filled complaint / appeal application form with justification on the validity of the

complaint/appeal will be used as input to the Corrective Action Procedure OP/CD/1.5 for further investigation of the issue.

6.2.14 The DC or DG as the case may be, upon receipt of the corrective action report, will inform the complainant/appellant that the necessary corrective action has been taken and the complaint/appeal is resolved.

6.2.15 All decisions made on complaints/appeals received by the ECAE CD shall be communicated to the members of Board of Directors.

7.0 RECORDS	
Document Number	**Document Title**
OF/CD/1.13	Complaints Registration log book
OF/CD/1.14	Appeals Registration log book
OF/CD/1.10	Non Conformity Report form

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REVISION HISTORY

Revision	Description of Change	Author(s)	Effective Date