

Doc Id: **NECIT-PRO-005 V 01**Date: **04/11/2021**Title: **Complaints and Appeals Procedure***Once printed this document is to be considered uncontrolled and for reference only*Originator: **C Mahoney – Quality Consultant**Approver: **(C Lyons - Managing Director)****1. PURPOSE**

The purpose of this procedure is to detail the process required to deal with complaints and/or appeals in regard to inspection/examination activities. It includes reporting and subsequent correction or prevention methods. This procedure is available to all interested parties.

2. RESPONSIBILITY

It is the responsibility of all inspection and certification body employees, to be aware of how to identify and report complaint or appeals. Overall responsibility of the complaints and appeals process is with the Technical Director. For any complaints and appeals, the Technical Manager, or an appointed Deputy will be responsible for establishing the facts, reviewing the technical data relevant to the complaint or appeal, and liaising with the complainant / appellant. All Non-conformances are expected to be closed in a timely manner.

3. ASSOCIATED DOCUMENTS

- NECIT-REG-002 Non-Conformance Corrective & Preventive Actions Register
- NECIT-PRO-004 Non-Conformance, Corrective and Preventive Actions Procedure

4. PROCEDURE – See process flowchart on page 2

- For the purpose of this procedure, an appeal will be defined as any request by the customer to reconsider the decision, or outcome of an inspection/examination.
- Upon receipt of a Customer Complaint or Appeal, the Technical Manager must first establish the relevance of the information received and proceed according to the flowchart (see page 2).
- Customer appeals can only be investigated and managed by personnel with the relevant technical skills and knowledge.
- All necessary information and documentation related to the Complaint or Appeal, will be gathered and placed into an electronic folder with a unique identification number, as defined in NECIT-REG-002.
- On-going progress updates of the investigation will be provided to the interested parties
- In the event of a complaint against a certified person being proven correct, the person in question will be contacted by the Technical Manager at a suitable point during the investigation.
- The final decision of any complaint or appeal will be approved by another competent person not involved in the original inspection and will be formally reported to the Customer.
- The outcome of any investigations of appeals will never result in there being any discriminatory actions, and the Managing Director shall ensure that this is upheld.
- All details of complaints and appeals are subject to the Company's Confidentiality Policy.
- Upon completion of any investigation a review of effectiveness shall be carried out before the non-conformance can be closed.

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Complaints and Appeals Process

