



## Complaints and Appeals Procedure

October 2024

Version 4

Issued under the authority of NECIT Services Ltd

All correspondence should be addressed to:  
NECIT Services Ltd  
Certification Department  
Unit 5a, Belmont industrial Estate, Durham. DH1 1TN  
Telephone: +44 (0) 191 8155111  
Email: [Certification@necit-services.com](mailto:Certification@necit-services.com)  
Web: [www.necit-services.com](http://www.necit-services.com)





### Purpose:

To standardise the process of receiving and managing Complaints and Appeals for NECIT Services.

### Scope:

This SOP applies to all staff members responsible for Complaints and Appeals at NECIT Services.

### Roles and Responsibilities:

Role	Responsibility
Project administrator	Conduct administrative tasks relating to the complaint or appeal. Updating information into the NCR register Preparing and sending response letters to appellant. Taking minutes of investigation meetings
Technical manager	Independently investigate the appeal or complaint
Deputy technical manager	Independently investigate the appeal or complaint (if technical manager is not independent)

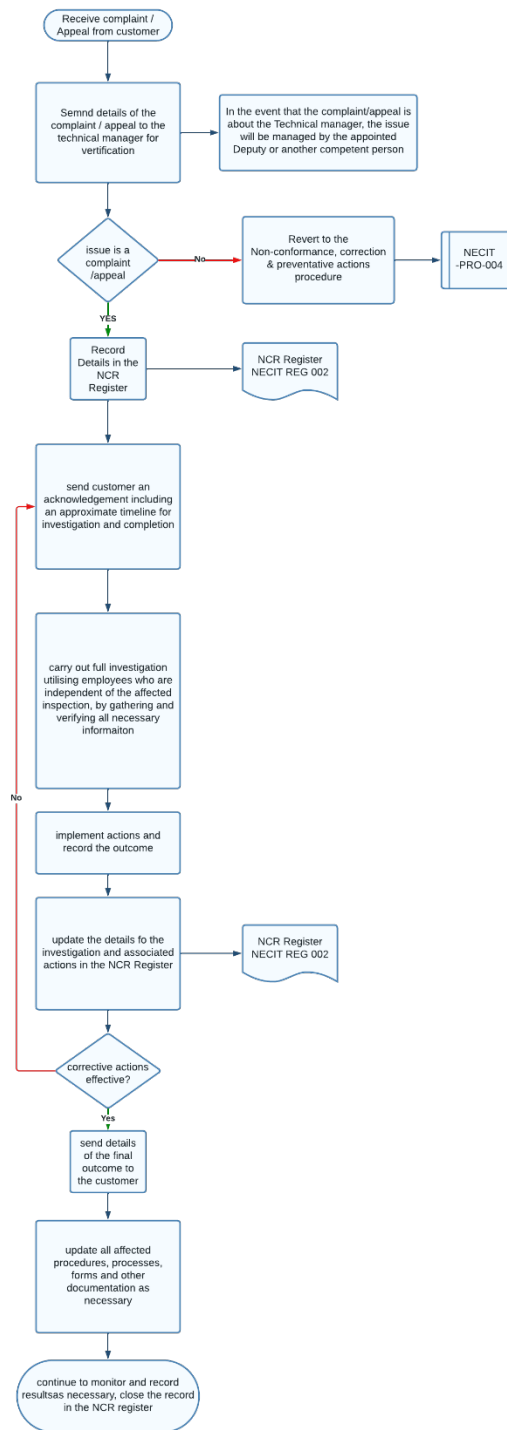
### Definitions

Term	Meaning
appeal	any request by the customer to reconsider the decision, or outcome of an inspection/examination.
Appellant	Person or Organisation making the appeal

### Applicable Documents

Document Number	Name
NECIT-REG-002	Non-conformance Register
NECIT-PRO-004	Non-Conformance, Corrective and Preventative Actions Procedure

# P-MAP



PROCEDURE	APPLICABLE DOCUMENT OR FORM	GUIDANCE NOTE:
<p>Customer complaints and appeals are recorded as part of the Non-Conformance System. Numbers are manually produced in the Non-Conformance Register, (NECIT-REG-002) starting with NCR01 and continuing in sequential numbering.</p>	<p>Non-Conformance Register, (NECIT-REG-002)</p>	
<p>Complaints shall be made in writing detailing the nature of complaint by emailing <a href="mailto:Certification@necit-services.com">Certification@necit-services.com</a> or by post to:</p> <p>NECIT Services Ltd  Certification Department  Unit 5a, Belmont industrial Estate, Durham.  DH1 1TN</p> <p>All relevant facts for the complaint, associated documents and any evidence should be submitted and will be reviewed by a Technical manager or their appointed Deputy of NECIT. In the opinion of a Technical manager or their appointed Deputy, if an adequate case has been presented, a full investigation of the complaint will be started and reviewed.</p>		
<p>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).</p>		
<p>Customer appeals will only be investigated and managed by personnel with the relevant technical skills and knowledge.</p>		
<p>All necessary information and documentation related to the Complaint or Appeal, shall be Submitted by the appellant, and placed into an electronic folder with a unique identification number, as defined in NECIT-REG-002.</p>		
<p>On-going progress updates of the investigation will be provided to the interested parties.</p>		
<p>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.</p>		

<p>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. During this approval the competent person shall ensure that the outcomes from any previous, similar appeals have been considered.</p>		
<p>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.</p>		
<p>All details of complaints and appeals are subject to the Company's Confidentiality Policy.</p>		
<p>Upon completion of any investigation a review of effectiveness shall be carried out before the non-conformance can be closed.</p>		