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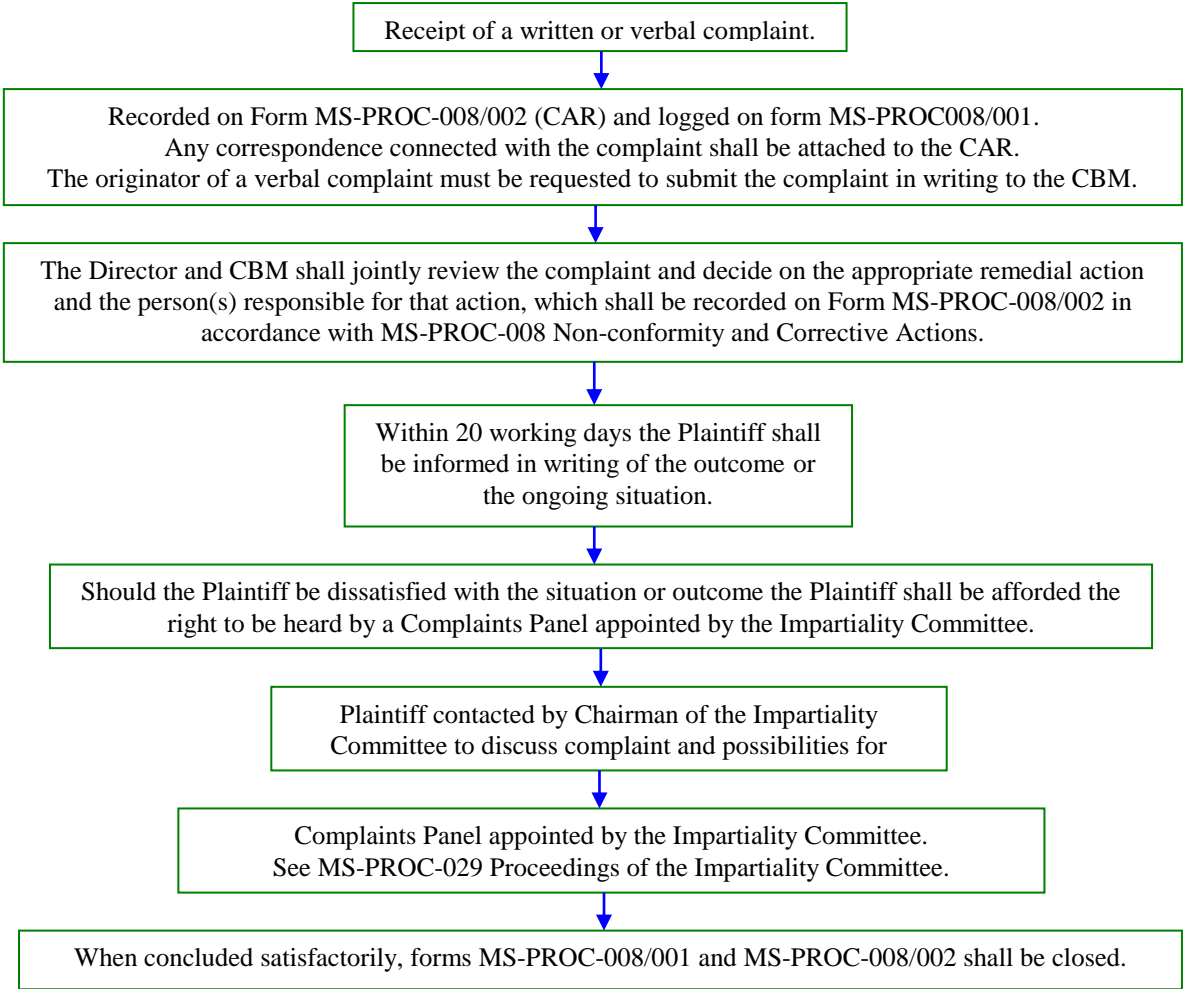
- 1. Purpose**  
To define the manner in which complaints and appeals are recorded and processed.
- 2. Scope**  
All complaints and appeals received by RIQC related to its activities.
- 3. References**

MS-PROC-029	Impartiality Committee Proceedings
MS-PROC-008	Non-conformity and Corrective Actions
- 4. Definitions**

CBM	Certification Body Manager
DIR	Director
CAR	Corrective Action Request

**5. Procedure**

**5.1 Complaints**



**5.2 Appeals**

In the event of a client wishing to appeal against any decision made by the Certification Body, they shall within twenty working days after having been informed of the decision, have given written notice to the Director, RIQC, of their desire to appeal against the decision.

This shall be recorded on Form MS-PROC-007/001 ‘Appeals’ and MS-PROC-007/002 ‘Appeals Register’, updated. Any correspondence connected with the appeal shall be attached to the ‘Appeals’ form.

The Appellant must have provided factual information giving substantial grounds for appeal within the specified timescales. Provided this criteria is met the appeal should be passed by the Director to an Appeals Panel appointed by the Impartiality Committee, see MS-PROC-029 Proceedings of the Impartiality Committee. The Appellant may also be contact by the Chairman of the Impartiality Committee to discuss the cause of appeal and if there is a need to form an Appeals Panel.

The decision of the Certification Body shall stand pending the decision of the Appeals Panel. The appellants shall be notified in writing of the final decision.

The submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant or the appellant.

When the appeal has been satisfactorily dealt with Forms MS-PROC-007/001 and MS-PROC-007/002 shall be completed as appropriate.

**6. Documentation**

Form Number	Form Title
MS-PROC-007/001	Appeals
MS-PROC-007/002	Appeals Register
MS-PROC-008/001	Corrective Action Request Status Log
MS-PROC-008/002	Corrective Action Request

**7. Management System records**

MS Record Number / Title	Retained By	Method of Index	Location	Retention Time	Disposal Method	Disposal Authority
MS-PROC-007/001 Appeals	Director	Numerical Register	RIQC Office	6 Years	Shred	Director
MS-PROC-007/002 Appeals Register	Director	Numerical Register	RIQC Office	6 Years	Shred	Director