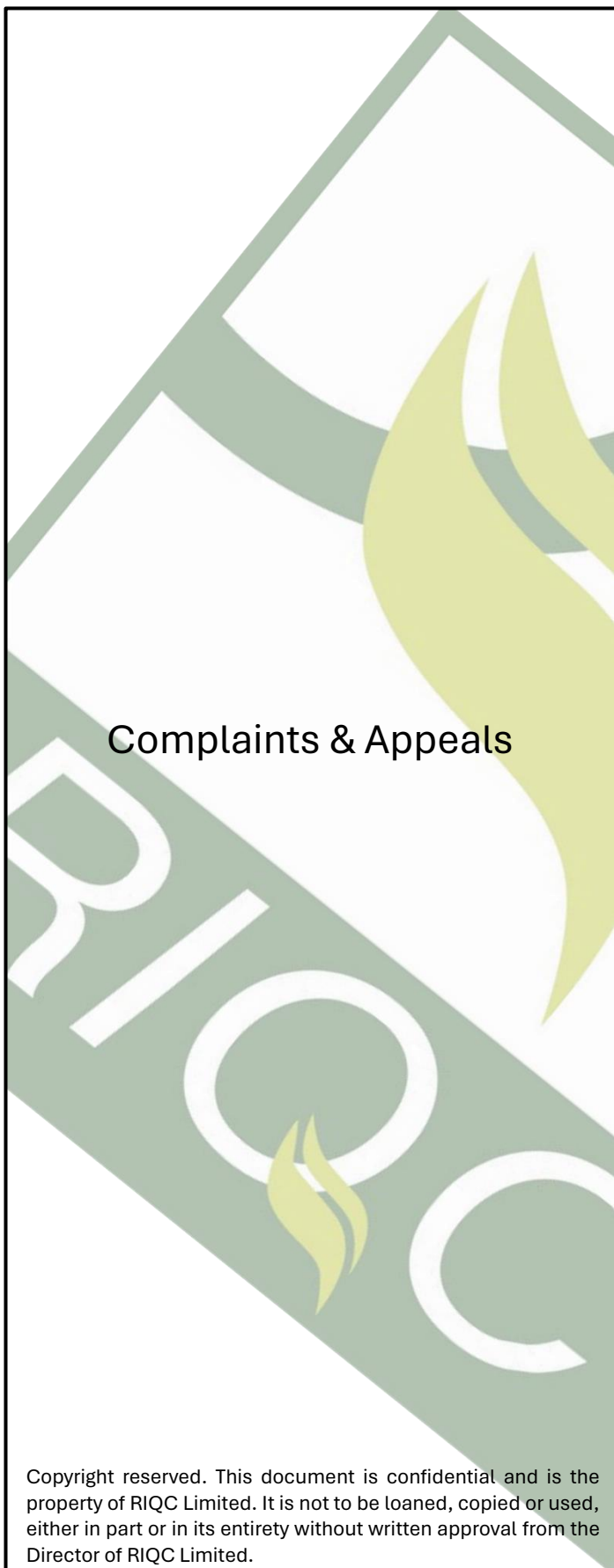




# Complaints & Appeals



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## Complaints & Appeals

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# Complaints & Appeals

## 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

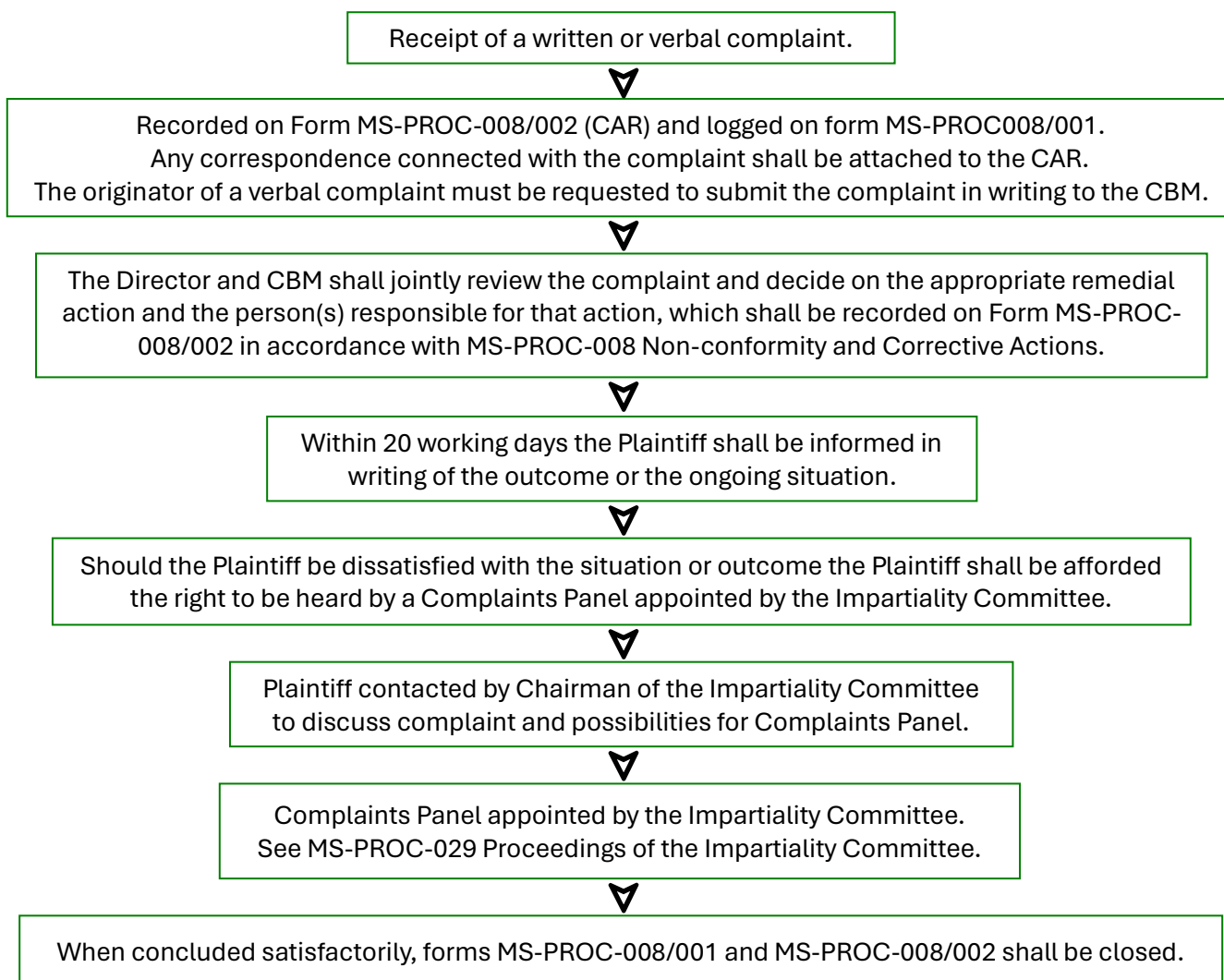
DIR – Director

CBM – Certification Body Manager

CAR – Corrective Action Request

## 5. Procedure

### 5.1. Complaints





# Complaints & Appeals

## 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 of RIQC, of their desire to appeal against the decision.

This shall be recorded on Form MS-PROC-008/001 'Corrective Action Request/Complaint Status Log' and MS-PROC-008/002 'Corrective Action Request/Complaint', updated. Any correspondence connected with the appeal shall be attached to the 'Corrective Action Request/Complaint' 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 appellant 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-008/001 and MS-PROC-008/002 shall be completed as appropriate.

## 6. Documentation

Document Reference	Document Title
MS-PROC-008/001	Corrective Action Request/Complaint Status Log
MS-PROC-008/002	Corrective Action Request/Complaint Form

## 7. Management System Records

Document Reference	Retained By	Method of Index	Location	Retention Time	Disposal Method	Disposal Authority
MS-PROC-008/001	Director	Client File	RIQC Drive	6 Years	Delete from System	Director
MS-PROC-008/002	Director	Client File	RIQC Drive	6 Years	Delete from System	Director

## 8. Amendment Records

Issue	Pages	Date	Details
16	2, 3	30/03/2023	Forms MS-PROC-007/001&002 replaced by Forms MS-PROC-008/001&002 respectively. Reference to electronic filing now applied.