

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

Receipt of a written or verbal complaint.



Recorded on Form MS-PROC-008/002 (CAR) and logged on form MS-PROC008/001.

Any correspondence connected with the complaint shall be attached to the CAR.

The originator of a verbal complaint must be requested to submit the complaint in writing to the CBM.



The Director and CBM shall jointly review the complaint and decide on the appropriate remedial action and the person(s) responsible for that action, which shall be recorded on Form MS-PROC-008/002 in accordance with MS-PROC-008 Non-conformity and Corrective Actions.



Within 20 working days the Plaintiff shall be informed in writing of the outcome or the ongoing situation.



Should the Plaintiff be dissatisfied with the situation or outcome the Plaintiff shall be afforded the right to be heard by a Complaints Panel appointed by the Impartiality Committee.



Plaintiff contacted by Chairman of the Impartiality Committee to discuss complaint and possibilities for Complaints Panel.



Complaints Panel appointed by the Impartiality Committee. See MS-PROC-029 Proceedings of the Impartiality Committee.



When concluded satisfactorily, forms MS-PROC-008/001 and MS-PROC-008/002 shall be closed.



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

Iss	ue	Pages	Date	Details
1	6	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.

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