CUSTOMER FEEDBACK & APPEALS PROCEDURE

	Title	Signature	Date
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REVISION/REVIEW RECORD

Revision No.	Revision/Reviewed	Change Made by	Description of Changes	Affected Pages
00	New Establish on 10/05/2016	N/A	Newly established in accordance to Quality Management System Requirements based on ISO 17020 standard.	None
00	N/A 10.08.2017	QM	Reviewed with No Changes	None
00	N/A 10.09.2018	QM	Reviewed with No Changes	None
00	N/A 10.10.2019	QM	Reviewed with No Changes	None
00	N/A 10.10.2020	QM	Reviewed with No Changes	None
00	N/A 10.10.2021	QM	Reviewed with No Changes	None

01	Revision made on 22.10.2022	QM	Revision made on complaints handling clearly defined in the procedure .	Page 6,7
01	N/A 10.04.2023	QM	Reviewed with No Changes	None
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C O N T E N T S

1. PURPOSE

This document describes the procedure to receive customer feedback, handle, control and solve – in a satisfactory and timely manner – the complaints, claims or appeals raised by customers, competent authorities and any other interested party ("user companies", subcontractors, etc.), as a consequence of their dissatisfaction with Quality International with regard to its services, personnel or other activities.

2. SCOPE

The requirements of this document apply to any complaint; claim or appeal received by Quality International related to Services activities within the scope of this Quality Management System (QMS) and as per company scope of works.

3. DEFINITIONS & ACRONYMS

Complaint	Any formal (written or verbal) expression of dissatisfaction raised against Quality International in regard to its activities, personnel, or its service to customers.
Claim	Any formal (written) expression of dissatisfaction raised against Quality International in regard to its activities, personnel, or its service to customers, where the customer claims compensation (financial, rework, etc.) as reparation for the service provided by Quality International or cancels or refuses to pay an order (partially or totally).

Appeal	Any formal (written) expression of dissatisfaction raised against Quality International in regard to the results of its inspections, where these are carried out under a legally delegated authority (such as statutory inspections).
QMS	Refers to the "Quality Management System", which is a Quality system developed in compliance to the requirements of ISO 9001 and ISO 17020 Standards.

4. ROLES & RESPONSIBILITIES

- Managing Director – responsible for reviewing and approving actions related to handling and management of complaints and appeals.
- QMR & Admin/HR Manager – responsible for ensuring that this procedure is consistently followed and necessary effective corrective actions are taken to resolve claims, complaints and appeals.
- Admin Coordinator / Sales Team – responsible for receiving customer feedback and ensuring their satisfaction.

5. PROCESS

5.1 General

When a customer feedback-complaint, claim or appeal is received, the matter must be investigated without compromising Quality International legal position. No admission of liability should be made, nor should any fault be admitted. The invoice for the services rendered should not be delayed nor cancelled as long as the case remains unsettled, because those actions may be considered as an implicit admission of guilt. Contact should be maintained with the claimant during the investigation by calling to get updates, reporting on the progress of the investigation, asking questions and obtaining more information.

Inspectors are not responsible and authorize to investigate or approve the results of the inspection complaints and appeals. They will coordinate with Quality department only to support the investigation of complaints and appeals only.

5.2 COMPLAINTS HANDLING AND MANAGEMENT

- When a complaint, claim or appeal arises, inspectors and employees are restrictively advised not to admit to any kind of fault, nor enter into any arguments with the complainant.
- Inspectors and employees are restrictively advised not to provide self-commitment to making every effort to clarify the issue.
- Inspectors and employees are restrictively advised to act with speed and show sympathy with the complainant's problem.
- Inspectors and employees are restrictively advised to follow the complaint and appeal procedures as described in this document.

a) Reception and Handling

The reception of a complaint may be done by any Quality International staff member either in written (letter, fax, mail) or verbal (by phone or in a meeting) form.

Upon reception, the recipient of a complaint should:

- Immediately (within 24 hours) acknowledge reception and transfer this issue to QM making sure that he got all relevant details.
- QM must fill the complaint form.

b) Root Cause Analysis and Investigation

Any complaint must be thoroughly and objectively investigated. The investigations shall be conducted without delay under the responsibility of the Admin/QM or any staff member designated by them to whom the

complaint is addressed. The customer shall be contacted to determine the full nature and extent of the complaint and to obtain any additional information. The following aspects must be documented:

- Full written details of the situation as presented by the claimant.
- Complaints with answers to all applicable commercial and operational (complaint) questions, with a copy of any supporting documents, such as: contractual documents, general terms and conditions, internal work orders, instructions to inspector/s, primary data, methods, personnel qualification, measurement equipment calibration status, reports, certificates, etc.
- The exchange of related communications.

  Necessary root cause analysis will be carried out related to all types of NCRs and complaints and evidences will be maintained.

Upon Completion of the Investigation:

- The investigation results shall be recorded in the Complaints form with any supporting documentation and the relevant associated communications, and the MD shall take the decision.
- The customer shall be informed of the outcome and of the application of a corrective action (if any).

c) Follow-up and Closing

If any non-compliance is found in Quality International based on the conclusion of the investigation:

- The QM shall issue a non-conformance and implement a Corrective action following the requirements of the Non-conformances and Corrective / Preventive Actions Process, and
- Register the CAR and/or any other action taken in the Complaints form.
- After implemented the corrective action solution or upon the conclusion of any other action taken, the customer will be contacted to:
- Inform the complainant in the form of written (Fax / E-mail / Letter) (or) verbal (Phone) of the results of the actions taken and on any decision involved and closing of complaint/appeal.
- Obtain feedback on his satisfaction regarding the solution of the complaint.

All of these actions shall be recorded in the Complaints form, signed by the QM and filed. A copy of the Complaints form shall be filed by QM.

The job file affected by the complaint shall be identified and quarantined until the complaint is satisfactorily resolved in order to avoid any undesirable manipulation. The QM shall update the Complaints Register.

5.3 APPEALS HANDLING AND MANAGEMENT

a) Recording, Investigation and Reporting

The legal authority (i.e.: government bodies, accreditation bodies) usually sets rules for presenting appeals against the inspection results and/or issuing certificates. Appeals recording, handling, investigation and reporting shall be dealt with following the same steps as for Complaints, and shall take into consideration the rules dictated by the particular directive / regulation.

When a decision has been reached, the customer shall be informed in writing and the appeals register updated.

In instances where the appeal has been successful and the certificate must be issued or reinstated, the QM shall not accept, in principle, any claim against Quality International for reimbursement of costs or any other losses incurred by the customer as a result of the Quality International withholding, suspension or withdrawal notification, unless the authorization body regulations establishes rules applicable to the circumstance.
If the appeals process identifies the need for Corrective or Preventive Action, this will be initiated by the management representative.

5.4 CUSTOMER FEEBACK AND SATISFACTION

The satisfaction of the customers will be evaluated upon providing the service. For the long-term customers, the satisfaction shall be evaluated at least once in a year.

a) Feedback Mechanism

Admin/Quality Manager and Sales Team shall send the CUSTOMER SATISFACTION EVALUATION FORM to the customer. They will then collect and analyze the data and measure the satisfaction and report it to all concerned. Other feedback mechanism shall be adopted as per the need of the process.

b) Improvements

The outcome of these processes shall be discussed in Management Review Meetings and further strategies, goals and policies will be re-set. Any comment and/ or observations made by the customer or their representatives shall be valued and recorded. The accepted feedback shall be used to improve Quality International.

All communications, guidance and advice in technical matters and opinions and interpretations, based on the results shall be maintained. The Admin /QM shall obtain feedback, both positive and negative, from the customer and present it to MD. The customer's feedback shall be used to improve Quality International quality system.

c) Service Improvements

The Admin/QM shall obtain feedback for Quality International services through various means. The QM shall analyze the data and report it to MD. The report shall be discussed for improvement of the system and service.

d) Decision Making and Actions

MD shall take meaningful decisions and prepare strategies for needed improvements. Required resources shall be provided based on the budget allocation. Quality policy and objectives shall be redefined in light of the improvement strategies and communicated to all concerned. Corrective Action/s shall be taken to Enhance Customer Satisfaction in case of the reduced customer satisfaction level.

5.5 REVIEW

The QM shall periodically (quarterly) review the customer feedback, complaints and appeals received in order to analyze then and agree on corrective/preventive actions to avoid recurrences.

6. REFERENCES

- ISO 17020 Requirements

7. RECORDS

- Customer Satisfaction Evaluation Form FM10.01
- Customer Complaint Information Sheet FM10.02
- Customer Complaint Register FM10.03
- Appeal Records
- Corrective/Preventive Action Report