

## **- COMPLAINTS & APPEALS PROCEDURE -**

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### **PURPOSE:**

The purpose of this procedure is to detail the process required to deal with complaints and/or appeals in regard to inspection/examination activities. It includes reporting and subsequent correction or prevention methods. This procedure is available to all interested parties.

### **SCOPE:**

This procedure addresses sections 9.8 and 9.9 of 17024:2012 and 7.5.2 and 7.6.1 of 17020:2012

### **ASSOCIATED DOCUMENTS:**

- P004 Non-Conformance and Corrective Actions Procedure
- D029 Complaints Form

### **POLICY:**

The policy of the company requires that any **appeal** should be made in writing stating the reasons for the appeal. A copy of the Inspector's report shall be sent to the Chief Engineer who may request further information from any source. **If the work in question was carried out by the Chief Engineer the deputy will investigate.**

The policies, as outlined in D001 – 9.9.3, and D066 - 7.5.2 and 7.6.1 require the **complaint** to be handled in a constructive, impartial, and timely manner. The complaints handling policy shall have:

- a.) An outline of the process for receiving, validating, investigating the complaints and shall include what actions are taken in response to it.
- b.) A system for tracking and recording the complaint, including actions taken in response to them.
- c.) Ensuring that if applicable, appropriate corrections and corrective action are taken.

### **PROCEDURE:**

- 1) For the purpose of this procedure, an appeal will be defined as any request by the customer to reconsider the decision, or outcome of an inspection/examination.
- 2) Anyone wishing to make an appeal against a decision on certification must submit the appeal in writing stating the reasons why the applicant is appealing. (*Appeals Register*)

- 3) Anyone wishing to make a complaint regarding work carried out by IDEST, or in relation to an IDEST employee, must complete a **Complaints Form (D029)**. (*Available on Company Website*)
- 4) Once completed **Complaints Form (D029)** must be sent to the Administration Office for processing. It shall be allocated a unique reference number and recorded in the Concerns & Complaints
- 5) The received appeal Form (D029) will be logged by the Administration Officer and forwarded to the Chairman, Chief Engineer or other appointed person.
- 6) Where it is appropriate to do so, The Appellant/Complainant will be informed of the receipt of their appeal/form and be provided with progress reports as the investigation proceeds. In the event of an instance of whistleblowing, it may not be possible or appropriate to send updates to the complainant/appellant.
- 7) An impartial person, not involved with the work in question, will be appointed as the investigator to conduct the investigation.
- 8) The Investigator will contact all parties concerned and conduct appropriate interviews to collate the facts of the situation.
- 9) On completion of the fact finding, the investigator will update the **Complaints Form (D029)**, which includes a root cause, conclusions, recommendations and any corrective or preventive action taken to avoid a repeat.
- 10) The completed report, **Complaints Form D029**, will be sent to the Chairman, who will implement the actions and/or recommendations of the Investigator.
- 11) The final decision will be reviewed by the IDEST Scheme Committee for approval.
- 12) The Chairman will contact the relevant Test Centre and inform them of the outcome of the investigation and final decision.
- 13) The IDEST Scheme Committee will meet to discuss the findings of any investigation, and decisions made.
- 14) The IDEST Scheme Committee will make a final and definitive decision of the situation and communicate this in writing.
- 15) All details will be completed in the relevant register and all forms scanned and saved in the relevant folder.