



TIC Quality Control Pvt. Ltd. COMPLAINT AND APPEAL HANDLING

1.0 Purpose

To ensure the satisfaction of all who are concerned about the final results through the handling of their complaints and appeals.

2.0 Scope

This procedure shall be applied to all forms of complaints and appeals given to TIC QC and therefore shall be reviewed by the Complaint and Appeal Committee to handle the complaint or appeal in an orderly manner.

3.0 References:

- ISO/IEC 17065, Conformity Assessment - Requirements for bodies certifying Products, Processes and services.
- ISO 9001:2015 – Quality Management Systems - Requirements

4.0 Definitions & abbreviations

4.1 Abbreviations

QAM: Quality Manager

P: Procedures

MR: Management Representative

QM: Quality Manual

QMS: Quality Management System

IC: Impartiality Committee

DML: Document Master List

F: Format

4.2 Definition

ISO 9001:2015 – Quality Management Systems – Requirements.

Complaint - is defined as a statement that something is wrong or not good enough. In addition, it is a general indicator of low customer satisfaction, but its absence does not necessarily mean high customer satisfaction.

Appeal: defined as request by the person or organization that provides the object of conformity assessment to a conformity assessment body for reconsideration by that body of a decision it has made relating to that object

5.0 Responsibility

This procedure defines the responsibility to all TIC QC top management and employees and the TIC QC Impartiality Committee.

6.0 Procedure for Complaints and Appeal

6.1 Complaints

6.1.1 The company deals with all complaints and/or appeals received from customers or any



TIC Quality Control Pvt. Ltd.
COMPLAINT AND APPEAL HANDLING

other party.

- 6.1.2 Upon receipt of a complaint, the appointed staff will confirm whether the appeal relates to certification activities for which the CB is responsible, and if so, will deal with it
- 6.1.3 The company receives complaints about whether they are (written, verbal, via e-mail, heard outside, or without being addressed directly to it or website contact).
- 6.1.4 The employee receiving the complaint informs the concerned person and all the complaints shall be forwarded to the Quality Manager (QAM); the complaint is acknowledged
- 6.1.5 The received complaint is recorded in the complaints form, and complaints are numbered with a serial number according to their receipt within same year (the numbering process will start over with a new year). (Customer complaints register form)
- 6.1.6 The Quality Manager (QAM) adds new complaints to the complaints register (TIC-CA-F01).
- 6.1.7 The Quality Manager (QAM) will forward the complaint to the employee responsible (or third party if it is necessary), based on the nature of the complaint, to study the problem and collect and verify the information necessary to judge the complaint.
- 6.1.8 To prevent any potential conflicts of interest, the TIC QC will not involve personnel who have provided consultancy or been employed by a client, including those acting in a managerial capacity, in the resolution of an appeal for that client within two years of the conclusion of the consultancy or employment
- 6.1.9 Determine and implement a plan to address the complaint.
- 6.1.10 The decision to respond to or approve the complaint is made by at least one person who is not directly involved in providing the service that is the subject of the complaint (or appeal).
- 6.1.11 If necessary, the person concerned may: -
 - Receive the complaint.
 - Inform the complainant of the results of the complaint analysis and/or how to deal with them and provide the results of the complaint analysis.
- 6.1.12 Inform the complainant of the decision taken from the complaint.
- 6.1.13 If necessary, the Report of nonconformity and corrective actions file should be opened immediately. If the complaint is documented and has concrete evidence and indicates a deviation from the rules of the quality system.
- 6.1.14 Complaints are discussed in management review meetings.
- 6.1.15 If it is possible and necessary, reply to the complainant as much as possible to the complainant.
- 6.1.16 To resolve the complaint, nominated committee/personnel are responsible for taking any necessary subsequent action. List of nature of appeal but not limited to below
 - a) Decision made on audit result
 - b) On NC observation
 - c) to change the auditor
 - d) against suspending/termination of the client's certificate

6.2 Appeals

- 6.2.1 In the case of appeals, the appellant must lodge its appeal with Quality Manager against any adverse decision taken by TIC QC certification within 20 calendar days after notification of the decision. Quality Manager will inform the Business Assurance head/Country Head/CEO/ Product/Scheme Manager.
- 6.2.2 Upon receipt of an appeal, the appointed staff will confirm whether the appeal relates to certification activities for which the CB is responsible, and if so, will deal with it
- 6.2.3 TIC QC will confirm the receipt of a formal appeal if contact information is provided.



TIC Quality Control Pvt. Ltd.
COMPLAINT AND APPEAL HANDLING

- 6.2.4 The appointed staff is responsible for obtaining and verifying all pertinent information to the utmost extent possible in order to conclude the appeal.
- 6.2.5 If the appeal is against a decision of the decision maker, the decision resolving the appeal will be made by the Impartiality Committee. If the appeal is not against a decision of the decision maker, it will be given to a committee constituted by the scheme/product certification and including auditors, evaluators, or technical reviewers who were not involved in auditing the appellant client.
- 6.2.6 To prevent any potential conflicts of interest, the TIC QC will not involve personnel who have provided consultancy or been employed by a client, including those acting in a managerial capacity, in the resolution of an appeal for that client within two years of the conclusion of the consultancy or employment.
- 6.2.7 The appellant will receive formal notification from TIC QC regarding the appeals process's conclusion and the outcome.
- 6.2.8 To resolve the appeal, nominated committee is responsible for taking any necessary subsequent action. List of nature of appeal but not limited to below
 - a) Decision made on audit result
 - b) On NC observation
 - c) to change the auditor
 - d) against suspending/termination of the supplier's LOA/certificate

7.0 Format

Listed agreements, SOPs, Records related to this SOP as follows:

Complaints and Appeal Committee	TIC-CA-F01
Customer complaint register	TIC-CA-F02
Customer Feedback Form	TIC-CA-F03



TIC Quality Control Pvt. Ltd.
COMPLAINT AND APPEAL HANDLING

Revision History

The following is a summary of the recent revisions to this document.

Date	Revision No.	Amended By	Description of Changes