



TIC Quality Control Pvt. Ltd.
Complaints and Appeals Handling

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Revision Control

The following is a summary of the most recent revisions to this documented information.

<i>Date</i>	<i>Revision No.</i>	<i>Amended By</i>	<i>Description of Changes</i>



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TIC Quality Control Pvt. Ltd. Complaints and Appeals 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 complaints and appeals given to TIC, and therefore shall be reviewed by Complaint and Appeal Committee in order 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/IEC 17020, Conformity Assessment— Requirements for the operation of various types of bodies performing inspection.
- ISO/IEC 17025, General requirements for the competence of testing and calibration laboratories.
- 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.

IMS (Integrated management system) – refers to (All the requirements of Quality Management System and ISO/IEC 17065:2012 - Conformity assessment - Requirements for the operation of various types of bodies performing

conformity assessment). ISO/IEC 17020, Conformity Assessment—Requirements for the operation of various types of bodies performing inspection. ISO/IEC 17025, General requirements for the competence of testing and calibration laboratories.

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 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 other party.
- 6.1.2 The company receives complaints about whether they are (written, verbal, via e-mail, heard outside, without being addressed directly to it or website contact).
- 6.1.3 The employee receiving the complaint informs the concerned person and all the complaints shall be forwarded to the Quality Manager (QAM).
- 6.1.4 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)
- 6.1.5 The Quality Manager (QAM) adds new complaints to the complaints register (TIC-CA-F01).
- 6.1.6 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, collect and verify the information necessary to judge the complaint.
- 6.1.7 Determine and implement a plan to deal with the complaint.
- 6.1.8 The decision to respond to or approve the complaint is taken by at least one person who is not directly involved in the provision of the service that is the subject of the complaint (or appeal).
- 6.1.9 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.



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- 6.1.10 Inform the complainant of the decision taken from the complaint.
- 6.1.11 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.
- 6.1.12 Complaints are discussed in management review meetings.
- 6.1.13 If it is possible and necessary, reply to the complainant as much as possible to the complainant.

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.
- 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 evaluator
 - d) against suspending/termination of the supplier's LOA/certificate



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7.0 Format

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

Customer complaint register	TIC-CA-F01
Customer Feedback Form	TIC-CA-F02