



TQMS Certifications Pvt. Ltd.



B-25, Sector-1, Noida-201301, Uttar Pradesh

SOP for Appeal & Complaints Procedures

Revision History

Version (x.y)	Date of Revision	Description of Change	Reason for Change	Affected Sections
v.1.0	02-Feb-2023	Initial	-	-

Approval History

Version (X.Y)	Prepared By	Reviewed By/Date	Approved By/Date
V.1.0	Kshitij Bhardwaj / 02-Feb.-2023	Anurag Singh / 02-Feb.-2023	Rabindra K Singh / 02-Feb-2023
			



SOP for Appeal & Complaints Procedures

1. Purpose

This procedure describes the guideline to deal with the raising of dissatisfaction (Complaint), dispute and appeal directly related to quality system of certification customer & TQMS decision.

2. Related documents

2.1 Manual

2.2 ISO/IEC 17021 eligibility examination – demands to certification / registration body of management system

3. Related procedure

No	Procedure	Main activities	Related document & record
1	Receive complaint/appeal	<ul style="list-style-type: none"> ❖ All complaint shall be received officially to TQMS by writing/email etc. within 30 days after the occurrence of event. ❖ The content of received complaint shall be written in customer complaint dealing report and conveyed to the head of administration management team. ❖ Received complaints shall notify by telephone or official letters. 	Customer complaint /appeal dealing register
2	Related to certification activity	<ul style="list-style-type: none"> ❖ Check if the content of complaint is directly related to certification activity. ❖ If it is (Yes) move on to 4th step ❖ If it isn't (No) move on to 3rd step 	
3	Handling of Complaint	<ul style="list-style-type: none"> ❖ Complaint which isn't directly related to certification activity shall be dealt by the person in charge of complaint (MR)/CEO and reported verbally. And then it shall be closed after checking that it is dealt on customer complaint /appeal dealing list. ❖ At this time additional follow-up measures aren't taken and corrective actions are taken only when judged necessary. 	Customer complaint /appeal dealing register

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No	Procedure	Main activities	Related document & record
4	Complaint investigation	<ul style="list-style-type: none"> ❖ It shall be dealt with by collecting independent investigation team and if it is related to certification customer, for the investigation of complaint, the effectiveness of certified management system shall be considered. ❖ The result of investigation shall be written on customer complaint /appeal dealing report. 	Customer complaint /appeal dealing register
5	Handling of Complaint/appeal	<ul style="list-style-type: none"> ❖ Take actions to settle complaint/ appeal and record the result of measures in customer complaint /appeal dealing report. ❖ Notify customer who raised complaint of the result of measures. 	Customer complaint /appeal dealing register
6	Satisfied with actions?	<ul style="list-style-type: none"> ❖ Is customer who raised complaint/appeal satisfied with the result of measures? ❖ If he/she is (Yes) move on to 7th step ❖ If he/she isn't(No) move on to 8th step 	
7	Corrective Action	<ul style="list-style-type: none"> ❖ Complaint which isn't directly related to certification activity shall be dealt by the person in charge of complaint and customer complaint /appeal dealing report shall be closed and signed (approved) and conveyed to the person in charge. And then it is notified to customer officially. ❖ If recognized as corrective actions are required, take corrective actions. 	
8	Receive appeal	<ul style="list-style-type: none"> ❖ Appeal should be based on survey results. Appeal can be made only by some one affected by the TQMS decision ❖ All raising of appeal shall be received to TQMS within 30 days after dosing complaint dealing. ❖ All raising of appeal shall be conveyed to the director of administration/management office and he/she shall convey customer complaint /appeal dealing report and all application document to raise appeal to CEO/MD. 	Customer complaint /appeal register

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No	Procedure	Main activities	Related document & record
9	Appeal Dealing	<ul style="list-style-type: none">❖ CEO shall appoint appeal dealing team.❖ Examine appeal and dealing of appeal independently and write the response on paper based on the survey result and report it to CEO.❖ The relevant team shall take measures depending on the content of response and submit the determination of appeal dealing team to appeal raiser by writing.	
10	Satisfied with determination?	<ul style="list-style-type: none">❖ Is appeal raising customer satisfied with the determination of appeal dealing team?❖ If (Yes) he/she is move on after returning to 7th step❖ If she/he isn't (No) move on to 11th step	
11	Arbitration process	<ul style="list-style-type: none">❖ The person who isn't satisfied with the determination of TQMS appeal dealing can raise appeal additionally and this appeal shall be submitted officially within 30 days after receiving the determination of appeal dealing.❖ This appeal raising shall be submitted to arbitration process of Only Delhi (India) Judicial Area.	

4. Generals

4.1 If complaint etc. is received, it shall be registered in customer complaint /appeal control list on the received date, and then be conveyed to the head of administration/management office and determination relating to certification shall be made.

4.2 The determination of complaint etc. shall be made or examined and approved by the person having no connection with the complaint etc. and it shall not cause any discriminate measures to complaint-raising organization/person.

4.3 If received complaint etc. is judged to be directly related with certification activity, investigation team shall be collected within 30 days and necessary measures including writing of customer complaint /appeal dealing report etc. shall be taken.

4.3.1 In principle, if customer complaint /appeal dealing report is completed, the measures shall be taken within 5 business days.

4.3.2 In the case of complaint with certification customer, inquiry to certification customer shall be made at an adequate period.

4.4 If judged as received complaint etc. has no connection with certification activity, it shall be

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notified to the department concerned on that day and dealt with within 7 working days. When notification of correcting complaint is made, all measures taken shall be recorded and closed on the customer complaint /appeal dealing list.

4.5 If it exceeds the period to be corrected, the measures against it shall be taken after receiving the approval of the head of administration/management office and notifying customer of it. .

4.6 When notifying customer of the measures taken against customer complaint etc., the notice that if there is any appeal, receipt shall be completed within 30 days shall be made, too.

4.6.1 If appeal raising is received exceeds 30 days after the closing, it will be registered in customer complaint /appeal dealing list but whether to take measures shall be determined at the director of the department.

4.6.2 Validity of appeals and complains shall be confirmed and all collected information shall be approved. Also similar previous results of appeal shall be concerned.

4.7 Object of complaint, whether to disclose the settlement and its range shall be determined together with customer /complaint raiser. The determination on the confidentiality of complaint requires the appeal raising against the complain of a certain person concerned and this determination shall be justified.

4.8 Trail and record about action taken for settlement of appeal and complaints should be maintained.

4.9 Proper correction and corrective action should be guaranteed to be taken.

4.10 If complaint is not satisfied with the result, or passed three months from agreed time, it can be sent over MD.

4.11 Appeler shall be notified closing process of appeals and complaints.

4.12 If appeler not satisfy with result than MD take charge for resolve the dis-Satisfaction / appeal will update appeal with 15 working days.

4.13 If appeler still not satisfy, will discuss with AB or stat the arbitration process DELHI jurisdiction is only area for arbitration.