

	Procedure		Document No.	TP-06
			Version	2.00
	Appeals & Complaints		Date of Issue	Oct 01, 2017
Reviewed & Approved by	Name	Designation	Signature	Date
	Kaushal Goyal	Managing Director		Oct 01, 2017

Revision History

Version	Date	Description	Remarks
1.00	May 01, 2017	Original Release	
2.00	Oct 01, 2017	Revised based on review findings by CQI and IRCA	

1.0 Purpose

To lay down a procedure to receive, evaluate and make decisions on appeals and complaints **promptly and fairly.**

2.0 Scope

All appeals and complaints brought before KBS by customers or other parties

3.0 Responsibility and Authority

Manager Quality is over all responsible

4.0 Policy & Procedure

4.1 KBS endeavor to action on any claim of dissatisfaction that is brought to its attention by any interested party. Expressions of dissatisfaction have been categorized as follows:

- Appeal: Request by the delegates for reconsideration of any decision made by KBS in training process.
- Complaint: expression of dissatisfaction, other than appeal, by delegates to KBS relating to its activities/ actions in writing.

4.2 Dealing with Appeal and Complaint

Manager Quality ensures that:

- a) all delegates are made aware through appropriate means such as contracts, website etc, of the existence of the appeals and complaint procedure.
- b) the persons engaged in the appeals and complaints handling process are different from those who carried out the training, assessment and certification decisions.
- c) the submission, investigation and decision on appeals don't result in any discriminatory actions against the appellant.

4.2.1 Appeal

Appeals are recorded in 'Appeal & Complaint Form (TF 02)' by Manager Quality and discussed with the Managing Director to take necessary action. The appellant is informed about the KBS response taking into account the results of previous similar appeals.

If the appellant is not satisfied with the response from the Quality Manager, MD constitutes an Appeals committee as per P-08. The appellant has the right to agree to the composition of the Appeals Committee and may challenge its composition. The Appeals Committee meets and makes its recommendations within 30 days to MD. MD decides and conveys its decision to the appellant.

The appellant may decide to take the appeal to binding arbitration and agrees that this is the final action that can be taken.

Through the whole steps for handling appeal and complaints, the appellant can formally present its case. The appellant is provided with the progress reports and the outcome including the reasons thereof. The decision is communicated to the appellant made by or reviewed and approved by individual(s) not previously involved in the subject of the appeal with the formal notice of the end of the appeal-handling process.

4.2.2 Complaint

Quality Manager records all complaints in Appeal & Complaint form (TF 02) and acknowledges the receipt of the complaint.

Quality Manager reviews the complaint and gathers necessary information to ensure that complaint is supported by sufficient objective evidence and is satisfied that all attempts have been made to resolve the issue at the appropriate levels. If complaint is found valid for consideration, Quality Manager analyses and makes follow-ups with complainant and complaine.

The Quality Manager requests the complaine to respond within 25 days on the complaints with details of the action taken/ proposed considering the immediate and long-term aspects. All related correspondence is kept in complaint file.

If the Quality Manager cannot resolve the issue, it is referred to MD. Matters that cannot be resolved by MD are transferred to the Advisory Board.

Wherever possible, Quality manager provides the complainant with progress reports and the outcome.

The decision is communicated to the complainant made by or reviewed and approved by individual(s) not previously involved in the subject of the complaint with the formal notice of the end of the complaints-handling process.

The process is treated as per the requirements for confidentiality. Quality Manager determines, together with the delegates whether and, if so to what extent, the subject of the complaint and its resolution is made public.

If a complainant/ appellant is dissatisfied with the outcome of the KBS's complaint and appeal handling process such complaints and appeals are to be referred to CQI as follows:

- *original complaint* ,
- *records of the review of the complaint*
- *response to the complainant*
- *any other records that inform the background to the complaint.*

5.0 Correction and Corrective Action

MD ensures that appropriate correction and corrective action(s) is/ are taken as quickly as practicable as per the procedure TP 10.

6.0 Records

1. Appeal & Complaint Form (TF 02)