

	Procedure		Document No.	P-06
			Version	8.00
	Appeals & Complaints		Date of Issue	Jan 25, 2021
Reviewed & Approved by	Name	Designation	Signature	Date
	Kaushal Goyal	Managing Director		Jan 25, 2021

Revision History

Version	Date	Description	Remarks
1.00	Mar 01, 2008	Original Release as per standard ISO/IEC 17021	
2.00	Apr 02, 2008	Para 4.1 redefined for definition of Appeal & Complaint	
3.00	Mar 01, 2009	Refined further	
4.00	Dec 10, 2010	Revised para 4.2.2 based on document review by JAS-ANZ	
5.00	Nov 02, 2015	Modified for transition to 17021:2015	
6.00	Feb 25, 2016	Revised Para 4.2.2 to include requirements from JAS-ANZ Accreditation Manual	
7.00	Feb 24, 2020	Revision based document review report by NABCB.	
8.00	Jan 25, 2021	Modified to include Inspection Services as per ISO 17020:2012	

1.0 Purpose

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

2.0 Scope

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

3.0 Responsibility and Authority

Audit Manager/ *Technical Manager (TM)* 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 customer or other parties for reconsideration of any decision made by KBS related to its certification process.
- Complaint: expression of dissatisfaction, other than appeal, by any person or organization to KBS relating to its activities/ actions in writing.

4.2 Dealing with Appeal and Complaint

MD ensures that all interested parties are made aware through appropriate means such as contracts, meetings, etc, of the existence of the appeals and complaint procedure. Appeals and Complaint handling process is publicly accessible on KBS website.

MD ensures that the persons engaged in the appeals and complaints handling process are different from those who carried out the audits/ *inspections* and made the certification/ *inspection* decisions.

MD ensures that the submission, investigation and decision on appeals don't result in any discriminatory actions against the appellant.

4.2.1 Appeal

Any appeal received are recorded in 'Appeal & Complaint Form (F-22)' by Audit Manager/ *Technical Manager* acknowledged in writing. The appeal is validated and investigated by the audit manager and decided taking into account the results of previous similar appeals. KBS is responsible for gathering and *verifying all necessary information to validate the appeal.*

If the appellant is not satisfied with the response from the Audit Manager/ *Technical Manager*, Audit Manager/ *TM may inform the MD who* constitutes an Appeals committee as per procedure 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

Audit Manager/ *TM* records all complaints in Appeal & Complaint form (F-22) and acknowledges the receipt of the complaint. If the complaint relates to KBS certification/ inspection activities, he/ she deal with it. If the complaint relates to a certified client, then examination of the complaint considers the effectiveness of the certified management system/ inspection services onsite through a short notice audit.

Any complaint about a certified client is also referred to the certified client in question at an appropriate time by the audit manager/ *TM*.

Audit Manager/ *TM* 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, Audit Manager/ *TM* analyses and makes follow-ups with complainant and complainee.

The Audit Manager/ *TM* requests the *complainant* 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 Audit Manager/ *TM* cannot resolve the issue, it is referred to MD. Matters that cannot be resolved by MD are transferred to the Advisory Board.

Wherever possible, audit manager/ *TM* 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. Audit Manager/ *TM* determines, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution is made public.

If a complainant is dissatisfied with the outcome of the KBS's complaint handling process or the complaint is not resolved in six months from the date of complaint, KBS will treat them as aged complaints. Aged complaints are to be referred to JAS-ANZ/ NABCB (appropriate accreditation body) 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 P-14.

6.0 Records

1. Appeal & Complaint Form (F-22)