



# PROCEDURE 007: COMPLAINTS AND APPEALS

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## OBJECT:

The purpose of this procedure is to describe ALIENOR CERTIFICATION Ltd's customer complaints and appeals management process.

## UPSTREAM REFERENCE DOCUMENT:

Quality Manual: QMA

## SUMMARY:

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Index	Nature of evolution	Editorial	Approval
A	Creation	Name: D. MORALES Date: 02/04/2022	Name: A. ADALBERT Date: 01/01/2022
B	Modification	Name: D. MORALES Date: 21/06/2022	Name: A. ADALBERT Date: 21/06/2022
C	Addition of timeframes for management of complaints	Name: D. MORALES Date: 12/10/2022 VISA:  <b>SIGNED</b>	Name: A. ADALBERT Date: 12/10/2022  2022.10.12 16:41:33 +02'00' VISA: <b>SIGNED</b>

## 1. GENERAL

All ALIENOR CERTIFICATION Ltd staff are required to take note of customer complaints and appeals as well as internal complaints (managed with the help of SUP/QUA-013 "Deviation sheet"), without any discrimination and to report them on the support provided for this purpose.

Personnel that have provided consultancy or have worked for a client, shall not be responsible for handling a complaint or appeal for that same client within two years following the end of the consultancy or employment.

## 2. TERMINOLOGY

**Anomaly:** Unintentional deviation from an applicable provision.

**Non-conformity:** Failure to meet a specified requirement.

**Deviation:** non-compliance with a certain threshold.

**Complaint:** An expression of dissatisfaction, other than an appeal, by an individual or organization to a conformity assessment body or accreditation body regarding the activities of that body, to which a response is expected.

**Appeal:** request from the supplier of the conformity assessment object to the conformity assessment body or the accreditation body to reconsider a decision already taken on that object.

## 3. CONDUCT

Complaints and appeals are recorded in the recording support SUP/QUA-022 "Complaints and Appeals Census".

Upon receipt, ALIENOR CERTIFICATION Ltd acknowledges receipt of the complaint or appeal by e-mail. The client is then informed of the admissibility or not of the complaint or appeal and the time required to process the file. The admissibility will be based on the relevance of the claim with the certification activities of ALIENOR CERTIFICATION Ltd and is in no way linked to the legitimacy of the statement of reasons.

## ➤ Complaints

Complaints can be taken orally or in writing (email and letter). **A written acknowledgement of a complaint to the complainant will be sent within five business days of its receipt.**

The complaint must be analyzed by someone who is not involved in the case file. The information is registered on the SUP/QUA-021 "Complaints and appeals handling".

A response to the complaint shall be addressed to the complainant within 15 working days from receipt. They will then be notified by letter or email of the decision.

## ➤ Appeals

An organization, may if it considers that the refusal, reduction, suspension or withdrawal of its certification or UKCA marking is unfounded, initiate an appeal to ALIENOR CERTIFICATION Ltd.

The appellant shall have 15 days from notification of its refusal, reduction, withdrawal or suspension, to appeal.

If the appeal is declared inadmissible, the President of ALIENOR CERTIFICATION Ltd shall inform the parties concerned in writing of the reasons for this declaration of inadmissibility.

If the appeal is declared admissible, the President of ALIENOR CERTIFICATION Ltd shall convene an appeal committee. The appeal committee is composed of 2 persons that are designated by the President of ALIENOR CERTIFICATION Ltd and who were not involved in the certification file against which the appeal was made. The appellant has the opportunity to explain and defend the case at the appeal committee meeting.

The appeal committee reviews the file and decides to maintain or not the certification decision. This is communicated in writing, requesting acknowledgement of receipt, from all parties involved. The decision of the appeal committee is final and binding for the two parties.

## 4. CONCLUSION

When the claim (complaint or appeal) is resolved, it is recorded in the SUP/QUA-021 "Complaints and appeals Handling" and SUP/QUA-022.

If the claim requires subsequent actions following the procedure PRO-008 "Curative, Corrective and preventive actions", they will be recorded in the SUP/QUA-38 "Corrective, Curative and Preventive Actions Management Table"



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An analysis of existing complaints and appeals recorded in the SUP/QUA-022 is carried out periodically by the quality department and reviewed at the time of the Management Review.

## **5. RELATED DOCUMENTS**

- **SUP/QUA-021:** Complaints and appeals handling
- **SUP/QUA-022:** Complaints and Appeals Census
- **SUP/QUA-013:** Deviation sheet
- **SUP/QUA-038:** Corrective, Curative and Preventive Actions Management Table
- **PRO-008:** Curative, Corrective and preventive actions