

COMPLAINTS AND APPEAL SUPPLEMENT

1.0 Purpose

The purpose of this procedure supplement is to add the additional requirements as per ISO/IEC 17020:2012 to the Integrated Management System (IMS). This includes the procedure is to establish processes for managing customer complaints to improve the satisfaction levels to ensure they are as high as possible.

2.0 Scope

This supplement applies to all offices seeking accreditation to the ISO/IEC 17020:2012 standard. Offices that are not implementing the 17020 requirements should disregard this supplement.

3.0 Definitions

Customer complaint: An expression of dissatisfaction by a customer employing the services of Applus+ Energy a of incidents. Complaint handling process dealt in Table (1)

Note: A customer complaint can be received through any means of communication: email, telephone conversation,

Appeal: "request by the provider of the item of inspection to the inspection body for reconsideration by that body of a decision it has made relating to that item" (as per para. 3.9 of ISO/IEC 17020:2012). Appeal process is dealt in Table (2)

4.0 Procedure

Table (1): Complaint handling process

Sl.	Requirement	Responsibility
1.	Receipt of complaints from customer Upon receipt of a complaint, the Velosi shall confirm whether the complaint relates to inspection activities for which we are responsible and, if so, shall deal with it.	All staff
2.	Reporting customer complaints department head / Management representative / Country manager	All staff
3.	Registering the customer complaint in the NCR Register and update in portal, which includes <ul style="list-style-type: none"> • Date of receipt • Nature of complaints 	Operations Manager / Management Representative
4.	Acknowledge the complaint to customer within 24 Hrs.	Operations Manager

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5.	<p>Perform cause analysis / investigation as per process L2-PRC-004. Which includes</p> <ul style="list-style-type: none"> • Brian storming • Review of existing processes • Review of existing controls • Usage of lessons learnt data base. If any • Review of competence and training need • Adequacy review of Resources (facility / equipment. If any) 	Operations Manager
6.	<p>Responding to complaints and providing feedback of corrective and preventive action taken. Which includes</p> <ul style="list-style-type: none"> • System corrections <ul style="list-style-type: none"> ○ Amendment of process / procedure ○ To address new controls ○ To address trigger points to improve the process • Provision of training • Review of other processes / activities. As appropriate to prevent occurrence learned from issue / concern • Review of risk register and its amendment. If any • Horizontal deployment of actions • Technological advancement. If any • Provision of resources 	Operations Manager / Quality Manager
7.	<p>Verification of action taken to ensure its sustained compliance and its effectiveness.</p>	Quality Manager
8.	<p>Updation of lessons learnt and its communication to all concerned people</p>	Operations Manager / Quality Manager
9.	<p>Reporting status of corrective and preventive action status to top management</p>	Quality Manager

Table (2): Appeal Process

Note: In the case of any conflicts of requirements, this supplement shall take precedence over the standard IMS procedure(s).

Operation	● Responsibility ◆ Authorisation	Record / Reference
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	Quality Manager	Operations Manager	Technical Manager	Other	
1.0 Appeals					
<p>1.1 Appeals received in writing shall be maintained on the client folder and recorded in the Appeals register.</p> <p>Issue / concern reported from customer will be assessed, whether it is</p> <ul style="list-style-type: none"> • Appeal, or • Complaint <p>If, issue / concern reported by customers, fall under Category of appeal, same will be registered in L5-FMT-191.</p> <p>Issue / concern will be resolved as per L2- PRC-005 and its associated procedures</p>	◆ ●	◆ ●			L5-FMT-191
<p>1.2 L5-FMT-191 The appeal shall be acknowledged in writing within 7 days of receipt. If requested, regular updates/progress reports shall be provided to the appellant</p>	◆ ●	◆ ●			
<p>1.3 An appeals committee will be formed considering the followings:</p> <ul style="list-style-type: none"> • Act under a legally delegated authority • Competence • Has not been involved with the appellant • Must be able to maintain impartiality • Must be able to maintain confidentiality and willing to agree to confidentiality agreement <p>Appeal committee consists of</p> <ul style="list-style-type: none"> • Country manager • Quality manager • Technical manager • The Surveyor involved in the particular aspect shall not in any way be involved in the decision-making process within the Appeal 	◆ ●				
<p>1.4 The evidence and details of the appeal compiled as per L2-PRC-005a Supplement COMPLAINT AND APPEALS SUPPLEMENT. Applus Velosi will be review and assess for validity by the appointed committee.</p>				◆ ●	Appeal MOM
<p>1.5 Copies of all the documentation shall be retained.</p>	◆ ●				
<p>1.6 The Country manager (CM) will make a decision based on the final report.</p> <p>The decision of the Appeals Committee shall be final. A copy of the finding of the appeal shall be distributed to all parties involved.</p>	◆ ●				

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<p>1.7 The appellant shall be informed in writing the results of the appeal, with any resultant actions detailed.</p> <p>If no further actions are required by Applus Velosi, the letter shall provide formal notice of closure to the appeal.</p>	◆ ●				
<p>1.8 If the appeal is upheld, any action required of Applus Velosi shall be completed in a timely manner.</p> <p>Upon completion of required activities, a formal notice of closure to the appeal shall be sent to the client with details of completed activities.</p>	◆ ●		◆		
<p>1.9 The appeals process including investigation and decision shall not result in any discriminatory action.</p>					
<p>1.10 Any complaints made against the Quality Manager shall be handled by the Technical Manager</p>			◆	◆ ●	
<p>1.11 Details of the complaints and appeals process shall be referenced in the terms and conditions document. The terms and conditions document shall be available to any interested party upon requested.</p>		◆ ●			L5-FMT-201
<p>1.12 Responding to complaints and providing feedback of corrective and preventive action taken. Which includes</p> <ul style="list-style-type: none"> • System corrections <ul style="list-style-type: none"> ○ Amendment of process / procedure ○ To address new controls ○ To address trigger points to improve the process • Provision of training • Review of other processes / activities. As appropriate to prevent occurrence learned from issue / concern • Review of risk register and its amendment. If any • Horizontal deployment of actions • Technological advancement. If any • Provision of resources 	◆ ●	◆ ●			

5.0 Documents

- L2-PRC-005 Customer Complaints, Satisfaction & Feedback
L3-OCP-051 Statutory Inspection Operational Procedure
L2-PRC-004 Non-conforming Service & Corrective Action procedure

S/I	Record No.	Name of Record	Retention Period
1	L5-FMT-191	Appeals Register	Until next update
2	L5-FMT-201	Terms and Conditions	6 Years
3		Minutes of Appeal Meeting	6 Years

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6.0 Revision History

Rev.	Date	Section	Outline of Change	Authorization
1	25-May-2019	All	First Issue	Renukamurthy
2	29-Oct-2019		Role clarity on Appeal committee	Renukamurthy
3	11-Nov-2019		To Address review comments of GAC team on appeal	Renukamurthy