



## PROCEDURE FOR HANDLING CUSTOMER COMPLAINT AND APPEAL

### 1. PURPOSE:

This procedure is for the efficient handling of Complaints and Appeals to enable the consistent application of Clause 7.5 and 7.6 of ISO/IEC 17020:2012 and Clause 8.2.1 of ISO 9001:2015 (QMS) for performing reliable inspections.

### 2. RESPONSIBILITY:

The specific responsibilities are assigned in section 4 of this document

### 3. DEFINITION:

Customer: defined as the organization or its employee(s), regardless of the person's title, who issued the order to our Company. This is also the organization that makes payments to our Company for services/products delivered.

Complaint: (ISO/IEC 17000:2004, 6.5) expression of dissatisfaction, other than appeal, by any person or organization to a conformity inspection body, relating to the activities of that body, where a response is expected;

Appeal: (ISO/IEC 17000:2004, 6.4) request by the provider of the object of conformity inspection to the conformity inspection body for reconsideration by that body of a decision it has made relating to that object.

### 4. PROCEDURE:

AIPL Inspection Body shall manage and take responsibility for all decisions at all levels of the Complaint and Appeal handling process.

#### 4.1 COMPLAINTS

- i) This procedure maps the process operated by AIPL Inspection Body to receive, evaluate and make decisions on complaints lodged by a third party (member from the public or a company). This process shall be publicly available at least through the AIPL Inspection Bodies website.
- ii) As a general requirement, all complaints shall be lodged in writing and shall be accompanied with relevant supporting evidence.
- iii) When a complaint is lodged with AIPL Inspection Body, it shall confirm whether the complaint relates to inspection activities that it is responsible for.
- iv) All complaints investigated shall be subject to requirements for confidentiality, as it relates to the complainant and to the nature of the complaint.
- v) AIPL Inspection Body shall inform the client implicated about the lodged complaint at the earliest time.
- vi) If the complaint relates to a certified client, the investigation regarding the complaint shall consider the effectiveness of the company's inspection protocol.
- vii) AIPL Inspection Body shall take responsibility for the complaint resolution process, which shall include the following actions:
  - a) Logging all received complaints.
  - b) For Further detail, refer to AIPL Customer Complaint Register
  - c) Acknowledging receipt of the complaint;
  - d) Inform the complainant of the process that will be followed;
  - e) Informing the implicated client of the complaint and process that will be followed;
  - f) Validating and investigating the complaint;
  - g) Deciding what actions are to be taken in response to the complaint;



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- h) Tracking and recording complaints;
  - i) Ensuring that any appropriate correction and corrective action are taken by the implicated client;
  - j) Informing the complainant about the progress with the complaint investigation;
  - k) Informing and notifying the complainant of the complaint resolution and outcome.
- viii) AIPL Inspection Body shall review the validity, extent and importance of the complaint by considering the following elements:
- a) lack of service or inspection shortfalls;
  - b) product and or facility safety;
  - c) misuse of client documents and/ or their logos;
  - d) potential to undermine the reputation of AIPL Inspection Body
- ix) AIPL Inspection Body shall be responsible for gathering and verifying all necessary information to validate the complaint and institute appropriate correction and corrective action to resolve the complaint. It shall ensure that the persons engaged in the complaint resolution process are different from those who were part of the inspection process.
- x) The following action could apply where appropriate:
- Where the nature of the complaint is identified as process related:
- a) The implicated client shall be informed of the complaint in writing;
  - b) A short notice inspection will be conducted at the vendor location to obtain objective evidence related to the processes, products or areas of the complaint;
  - c) Identified non-conformances were arisen by the poor service of the vendor, action shall be taken and will submit a complete action plan indicating by when, by whom and what action will be taken to address the non-conformances. AIPL Inspection Body will not be held responsible for any financial claims because of poor services or products delivered by the vendor.
  - d) Identified non-conformances were arisen by the lack of inspection subject knowledge of AIPL Inspector, corrective action will be sought from the Client or AIPL conduct a detailed investigation, prepare a correction & corrective action (CAR) report for approval. AIPL Inspection Body will be held responsible for any financial claims because of its poor services.
  - e) Identified non-conformances were arisen by the poor workmanship of the vendor, the same was not reported by AIPL Inspector due to negligence or overlooked due to workload, corrective action will be sought from the Client or conduct a correction & corrective action (CAR) report for approval. AIPL Inspection Body will work along with vendor for the earliest rectification and shall re-inspect for the satisfaction of the client.

### 4.2 APPEALS

- i) This procedure maps the process operated by AIPL Inspection Body to receive, evaluate and make decisions on appeals lodged by its clients.
- ii) A description of the appeals-handling process shall be publicly accessible at least through the AIPL Inspection Bodies website.



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- iii) It shall ensure that the persons engaged in the appeals-handling process are different from those who were part of the inspection process.
- iv) Lodging an appeal, its investigation and subsequent decision shall not result in any discriminatory actions against the appealing person or company.
- v) The appeals-handling process shall include the following actions:
  - a) logging all received appeals;
  - b) acknowledging receipt of the appeal;
  - c) inform the appellant of the process that will be followed;
  - d) validating and investigating the appeal;
  - e) deciding what actions are to be taken in response to the appeal;
  - f) tracking and recording appeals;
  - g) ensuring that any appropriate correction and corrective action are taken;
  - h) Notifying the appellant that the process is concluded and closed.
- vi) Where the appeal is lodge to dispute the inspection decision or resolution of complaint, a complete investigation shall be conducted. The following shall be considered:
  - a) All objective evidence provided by the appellant;
  - b) All objective evidence provided by the investigation team;
  - c) The requirements of the applicable standard and normative references.

This may require that the investigation team may have to access the premises of the appellant to verify the submitted evidence to ensure compliance with the required standard and normative references.
- vii) AIPL Inspection Body shall notify the appellant in writing of the outcome of the appeal investigation and corrective action taken, if appropriate.

### 5. DOCUMENTS/RECORDS:

1. AIPL Customer complaint register
2. AIPL Customer appeal register
3. AIPL Correction & Corrective action report

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## CUSTOMER COMPLAINT / APPEAL

| <u>Details of Complainant / Appellant:</u>    |  |                             |   |
|---|--|-----------------------------|---|
| 1   | Name / Organization:   |                             |   |
|   | Address:   |                             |   |
|   | Country:   |                             |   |
|   | Phone:   |                             |   |
|   | email:   |                             |   |
|   | Details of person(s) acting on behalf of complainant or appellant: (if applicable) |                             | Details of person(s) to be contacted: (If different from above) |
| <u>Product / Service description:</u>         |  |                             |   |
| 2   | Reference number: (if applicable)  | Description:                |   |
| <u>Problems encountered: (for complaints)</u> |  |                             |   |
| 3   | Date of occurrence:  | Description:                |   |
|   | Name of person performed inspection / expediting:                                  |                             |   |
| <u>Details of Complaint: (for appeal)</u>     |  |                             |   |
| 4   | Date of Complaint:   | Decision given:             |   |
|   | Name of the persons involved in decision:  |                             |   |
| <u>Remedy Requested:</u>                      |  |                             |   |
| 5   | <input type="checkbox"/> YES   | <input type="checkbox"/> NO | Details:  |
|   |  |                             |   |
| 6   | Date:  |                             |   |
|   |  | Signature                   |   |
| <u>Enclosed Documents:</u>                    |  |                             |   |
| 7   |  |                             |   |