



## Appeals and Complaints Handling Process

*The policy for handling appeals and complaints:*

*The policy adopted for the handling of complaint is generally on the lines on ISO 10002. The guiding principles on which the process is developed, are:*

- *Visibility,*
- *Accessibility,*
- *Responsiveness,*
- *Objectivity,*
- *Charges,*
- *Confidentiality,*
- *Customer-focused approach,*
- *Accountability, and*
- *Continual improvement*

### **Commitment:**

*The certification is committed to the process of appeals/complaints resolution and shall have a formal processor handling appeals/complaints.*

### **Policy:**

*The appeals and complaint handling policy:*

*We shall put our best efforts to address and resolve the appeals and complaints from our clients and interested parties. Adequate transparency shall be maintained without compromising confidentiality. that the appeals and complaint arising from the activities of service delivery. We shall take customer focused approach, be objective, be impartial and be accountable to the process of resolution of appeals and complaints. We shall ensure to remain in compliance to the local laws and regulations with respect to this process. We shall be available for access at the highest level for making the appeals and complaints. Through the process of analysis and review we will continue to improve the appeals and complaints handling process. No charges shall be levied to the clients who has made the appeal / complaint.*



### **Communication:**

*Complaints handling process shall be made available to those interested parties desiring to appeal/complaint. A contact address is made available on the website to make a request for the process and to make an appeal / complaint.*

### **Responsibility and authority:**

*Scheme manager is accountable to ensure that the appeals/complaints received as processed without delay. Appeals/complaints which cannot be resolved by the Scheme manager, or the head of certification shall be assigned to the impartiality committee for resolution. Appeals/complaints received shall be periodically reviewed by the impartiality committee.*

### **Receipt of appeals/complaints:**

*Appeals / complaints can be received at any point of contact. The same will be transferred to the scheme manager immediately. The appeal / complaint shall be recorded (P24 DF33) by the admin personnel and a tracking ID shall be generated. The record of appeal/complaint shall include the appellant/complainant details, details of the complaint with evidence available (if any), requested remedy, due date for response and other relevant details adequate to handle the complaint. An appeal / complaint folder is created at this stage.*

### **Tracking of appeals/complaints:**

*The tracking ID shall be used to track the status of the complaint through the entire process of registration to disposal and closure. The status shall be made available when requested by the appellant / complainant.*

### **Acknowledgement of complaint:**

*The receipt of the appeal / complaint shall be done immediately using appropriate means.*

### **Initial assessment:**

*An initial assessment shall be carried out by the scheme manager to assess the severity, implications, complexity, impact on the appellant/complainant and the certification body and extent of urgency of action required.*

### **Investigation:**

*The evidences given and the other circumstances surrounding the appeal / complaint shall be made to the extent possible. The level of investigation shall be commensurate with the seriousness, frequency of occurrence and severity of the appeal / complaint.*

### **Response to appeal/complaint:**

*Investigation results are reviewed to verify the need for any immediate remedial action required. If required, a corrective action shall be initiated within appropriate time lines in proportion to the extent of impact.*



**Communicating the decision:**

*The decision taken on the resolution on the appeal /complaint shall be communicated to the personnel involved by the scheme manager concerned.*

**Closing the complaint:**

*If the appellant /complainant accepts the decision or resolution, the same shall be records and the decision or resolution action shall be initiated.*

*In the event that the decision or resolution is not acceptable, appropriate alternate source of resolution (internal or external) shall be indicated. The appeal / complaint shall remain open. The progress of the appeal/complaint shall be continued until closure.*

**Monitoring, review and improvement of appeals/complaint handling process:**

*Data on appeals and complaints are reviewed periodically to identify areas of improvement in the process.*