

Quality Management Procedure

Complaints and Appeals EOS CB Q/6


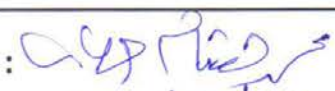

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Amendment Record

Rev.	Version no.	Issue date	Approval	Summary Revision
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1	2	24/6/2018	Head of EOS CB	Second Issue
2	3	2/9/2018	Head of EOS CB	Third Issue

- **Rev. = Revision**
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updating

Rev.	Version no.	Issue date	Approval	State of Change Date of changes/ location/nature of change
0				
1				
2				
3				
4				

1 Purpose

EOS CB shall have a documented process to receive, evaluate and make decisions on complaints and appeals and shall record and track complaints and appeals, as well as actions undertaken to resolve them.

2 Scope

The action to be taken for the solution of complaints and Appeals received from the customers, also where possible the after service feedback of the customer

3 Responsibilities and Authorities

This procedure is applied to EOS CB activities .complaints and appeals managed by the Head of EOS-CB and Technical manager(s)/Unit manager(s)& EOS CB Quality Manager . Complaints and appeals committee will give its decisions for complaints and appeals then to be approved by EOS CB chairman .

EOS CB shall take any subsequent action needed to resolve the complaint or appeal.

4 Reference

ISO/IEC 17065: Conformity assessment - Requirements for bodies certifying products, processes and services

5 Description of Activities

5.1 Complaints (f1/ (Q/6)& f5/ (Q/6))

5.1.1 EOS Certification Body will document and investigate any formal complaint directed towards it that applies to the certification activities for which it is responsible.

5.1.2 Complaints are received from :

- a) Certified company and by a company which has applied for certification:
 - i. Complaint from any staff involved in certification activity as conflict of interest, or behavior.
 - ii. Delay in the time in any of certification activities.
 - iii. Complaint from certification decision within 60 days after notifying of the decision.
- b) Other party (such as a customer of a certified company).

- 5.1.3 Head of EOS-CB and Technical manager(s)/Unit manager(s) are responsible for:
- 1- Confirming whether the complaint relates to the certification activities.
 - 2- In case of, a Complaint of a customer of a certified company they shall first ensure and verify that the date of product manufacturing is relating to the certificate validation.
 - 3- Informing the complainant that complaint has been received and it will be treated as a formal complaint.
 - 4- Ensuring that the complaint is investigated and handled at the proper level within EOS-CB.
 - 5- Technical manager(s)/Unit manager(s) are responsible for Ensuring that all nonconformities handled.
 - 6- Technical manager(s)/Unit manager(s) are responsible for Ensure that relevant documentation are placed under document control
- 5.1.4 Head of EOS-CB is responsible for assigning one or more persons, not involved in the action for which a complaint was filed, who are responsible for:
- 1- Investigating the complaint and if necessary seeking the aid of impartial and independent technical experts (inside other EOS department like standardization or outside EOS).
 - 2- Determining whether the any EOS-CB activities or actions performed have been made on false grounds, in conflict with procedure/scheme requirements (ISO/IEC 17065, Scheme specific documents), or for any other reason is found to be incorrect.
 - 3- Establishing a plan for implementation of corrective actions .
- 5.1.5 Head of EOS-CB is responsible for the decision, about a complaint, after a review and recommendation by EOS-CB Quality Manager , then the decision is signed by EOS Chairman
- 5.1.6 The decision for complaint shall be notified to the complainant by letter signed by EOS Chairman **f4/ (Q/6)**. If the complainant is not satisfied his/ her complaint will be directed to the Appeals Committee (see subsection 5.2 below)

5.2 **Appeals (f2/ (Q/6)& f5/ (Q/6)**

- 5.2.1 A complainant that is not satisfied with a decision, or with the outcome of a complaint, can file a formal appeal.
- 5.2.2 The appeal shall be made within 60 days of the original decision, it shall be made in writing, and it shall contain the following information:
- 1- Decision/action that is appealed
 - 2- The requested change
 - 3- Name, address, and telephone number of the appellant
- 5.2.3 To preserve the impartiality of the appeals process, appeals are handled by staff not involved in the decision appealed.
- 5.2.4 The decision on the appeal is made by the Appeal Committee. This Committee also handles complaints for which the complainant is not satisfied with the resolution communicated to him in the complaint handling process of subsection 5.1 above.
- 5.2.5 The decision about the outcome of the appeal shall be sign by the EOS Chairman.

5.2.6 The Head of EOS CB is responsible for:

- 1- Confirming whether the appeal relates to the certification activities.
- 2- Checking that the appeal has arrived in time and contains all necessary information.
- 3- Informing the appellant that the appeal has been received and that it will be treated as a formal appeal
- 4- Investigating and handling the appeal, and proposing consequent actions (If necessary, the aid of impartial and independent technical experts shall be used)
- 5- Determining whether the decision under investigation has been made on false grounds, in conflict with procedure/scheme requirements (ISO/IEC 17065, specific documents), or if it contains errors
- 6- presenting the appeal, and the investigation, to the Appeal committee which is responsible for the decision about the appeal

5.2.7 The Appeal committee is responsible for:

- 1- Making the decision about the appeal
- 2- Presenting the appeal, and the investigation, and the decision about the appeal to the EOS Chairman who is responsible for signing of the decision.

5.2.8 When the decisions about the appeal are made and approved, EOS-CB Quality Manager is responsible for :

- 1- Ensuring that the appellant is informed about the outcome of the appeal.
- 2- Making the appeal and the conclusion available to the Safeguarding impartiality Committee.
- 3- Ensuring that documentation relevant to the resolution of the appeal and all subsequent actions are placed under record control
- 4- Ensuring that all identified nonconformities are reported and handled .
- 5- The decision for appeals shall be notified to the complainant by letter signed by EOS Chairman **f4/ (Q/6)**.

6- Receiving complaints and appeals (f5/ (Q/6)

- Complaints and appeals are accepted only in writing, sent by fax, e-mail or by post. Acceptance and documentation of complaints and appeals received shall take place in the EOS-CB's records. Any EOS-CB personnel may accept a complaint or appeal and then be required to pass it on to the EOS-CB's records.
- The registry administrator files the complaints and appeals received and directs them to the Quality manager who checks if the complaint/appeal contains at least the following information:
 - Date
 - Client's identification (name and address, telephone, fax and e-mail address)
 - a statement of the grounds of complaint/appeal the request
 - signature of the sender.
- The verification of the regularity of the submitted information identified as a complaint/appeal is made by the Quality manager and, in case of non-availability of the above mentioned information, a notice is sent to remove the inaccuracies within 7-day period of receipt of the message.
- If the instructions given are not met, the information submitted is not registered as a complaint/appeal and is not considered.
- If all relevant information related to the complaint/appeal is available, the Quality manager register it in the Register of complaints and appeals and submits it to the Head Of EOS-CB

6.1 Actions in case of complaints received:

- The time period for taking a decision on a complaint must not exceed 30 calendar days;
- The Head Of EOS-CB takes a decision on the received complaints and informs the sender in writing;

- In the case of an unjustified complaint, the Head Of EOS-CB justifies (in a written response) the refusal (motivated refusal) to undertake actions to resolve the complaint.
- The Head Of EOS-CB controls the implementation of actions taken on complaints received.

6.2 Actions in case of appeals received:

- The EOS-CB quality manager files the received written documents and an evidence submitted by the appellant, informs the Head Of EOS-CB and submits them (no later than 3 days from the receipt of the appeal) to the Chairman of the Appeals Committee.
- The appeals are considered at a meeting of the Appeals Committee according to “EOS CB Q 14 Procedure”.
- The Appeals Committee shall pronounce on the appeal by a written motivated decision. The time period for the Appeals Committee’s decision is up to 30 calendar days.
- The Chairman of the Appeals Committee shall provide the EOS-CB General Manager with a copy of the decisions taken. The Head Of EOS-CB shall provide the complainant with a copy of the decision taken within 7 days at the latest and the original shall be provided for storage to the EOS-CB quality manager.
- The decisions of the Appeal Committee shall be binding for the EOS-CB.

Appeal:

- In cases where the appellant is not satisfied with the Appeal Committee's decision, he may turn to the court.

6.3 Taking action and assessing their effectiveness:

- If the complaint/appeal is justified , the EOS-CB undertakes appropriate corrective actions in compliance with the **EOS CB Q 9** “Corrective and Preventive Actions”;
- EOS-CB quality manager prepares information on the complaints and appeals received in the previous year and the results of their examination. The information is presented during the management review.

6.4 Customer satisfaction

- The examination and analysis of customer satisfaction is the EOS-CB QM responsibility.

Accompanying documents

- Register of complaints and appeals
- Appel Committee’s Rules of procedure
- Composition of the appeal Committee
- Corrective and Preventive Actions

7 Appendixes (forms used)

Appendix 1: Complaint / Appeal form

Appendix 2: Record for Register of Complaints and Appeals

Appendix 3: complaints and appeals records

Appendix 4: Form of the letter to be sent to give formal notice of the outcome and the end of the complaint process/ the appeal process to the complainant/ to the appellant.

Appendix 5: Copmplains / Appeals receipt form

Appendix 6: Copmplains / Appeals committee decisions

Appendix 1:
Form code: fl/ (Q/6)

بَرَج لَشكاو

السلح لَ كَبْخ :		كَبْقَى :	
أَسْوَئِ كَبْ م			
ان هَلْخ			
أَسْوَئِ لَشْ كَبْخ			
نَ كَبْ بَأ			
سَقَى نَزَه فَبْ		سَلْب كَس	
E-Mail			
لَ ضَع :			
نَزَا كَذَكَة صَبْخ ان شَكْ نَأَكَبَلْ جَبْخِ يَخ ان شَبَد اد			
رَقْغَى شَقْ كَبْوَ ال سلح لَ كَبْوَ خ ن ه ج ب ح			
) / و (
- 1 - 2 - 3 - 4 - 5 - 6			
رَقْغَى كَبْ م :		نَا نَسْخ :	
سَأ لَ كَبْ م شَقْ فِ قَى ان شَك :			
- 1 - 2 - 3 - 4 - 5			
الاسمى :		ان هَلْخ :	
ان نَسْخ :		ان زَقْغ :	

بَحْ كَبْخِ يَشْ ج ب ح - ال سلح لَ كَبْوَ خ ن ه ج ب ح	
نَا سَى شَقْ كَبْوَ ال سلح لَ كَبْوَ خ ن ه ج ب ح فَبْ بَحْض ان شَكَاو :	
الاسمى :	
ان زَقْغ :	
نَا نَسْخ :	

• سَقَى بَحْضِ لَسْ شَقْ ان شَك :

Appendix 2:
Form code: f2/ (Q/6)

رَبَّانِ زَطْطِ

إل ملح ن كُتخ :		كشقى :
أس و ن پ م		
ان ظنخ		
أس و ن ش ل ش كخ		
ن ك ن ب أ		
سقى ن ز ه ف		لهاكس
E-Mail		
ن ض ع :		
رق ن ك م :		ن ن س خ :

ن اس ن ج ن ز ظ ب د :	

• يسقى ن ن ل س ن ش ن ن ز ظ ن :

ك ن د ،،

سرى ن س ي ج ه س ر ا د اس ح ان ن ي خ

Appendix 3:

Form code: f3/ (Q/6)

ثبٲ رس جم ل شكاوى وتظن ن پآل ء

س قى ل ش ك اوان زظى	ان نس خ	ر ص ف ل ش ك اوان زظى	ق ش اس ل بى و بى س خ ك ز ب د

Appendix 4:
Form code: f4/ (Q/6)

لانسخ:
لقد:
لشوق بد:

..... / لسنذ

..... / نك أ

ر نك طجة شوكد , , ,

شلا شبح ن طهت انشك / انزطى ل قدويك ي نه آج شانسخ بش أ

.....
.....
ش ج ائكو وشلا بطخ بر :

وفض بدقج قبعق انقذر والنذخ , , ,

يش كنبوال داس ج كبيو سن هجج

) (

Appendix 5:
Form code: f5/ (Q/6)

رَجَسْ زَالُو شَكِّ اِنْظَى

إلـهـلـح لـ كـيـتـح :		كـسـقـى :
أسـ وـنـكـم		
انـ ظـنـخ		
أسـ وـشـلـشـكـخ		
نـكـبـأ		
سـقـى نـزـهـ فـب		نـكـس
E-Mail		
بـسـنـهـ زـالـو انـشـك / انـظى وـنـكـم		
رقـنـغ لـسـؤى		()
رقـنـكـب تـبـسـزـلام صـوسـح يـ رـج لـسـزـالـو :		
رقـنـغ لـسـؤى		()

Appendix 5:
Form code: f5/ (Q/6)

رَجَسْ زَالُو شَكِّ اِنْظَى

إلـهـلـح لـ كـيـتـح :		كـسـقـى :
أسـ وـنـكـم		
انـ ظـنـخ		
أسـ وـشـلـشـكـخ		
نـكـبـأ		
سـقـى نـزـهـ فـب		نـكـس
E-Mail		
بـسـنـهـ زـالـو انـشـك / انـظى وـنـكـم		
رقـنـغ لـسـؤى		()
رقـنـكـب تـبـسـزـلام صـوسـح يـ رـج لـسـزـالـو :		
رقـنـغ لـسـؤى		()

Appendix 6:
Form code: f6/ (Q/6)

قشاس انجُغ ن زطلما و ن شكاو
ال ج زب س ق ي /
ث ن س خ / /

تن ر ق ه ل ج ر ا ل ت ش ا ل ج ب و ا ل ت ظ ل و ب ا ل ت ص ب ب د ت ش ا ل ك ه ب ق ر ا ر ه ا ل س ر ي ذ ن ي س ه ج ل س ا ل ا د ا ر ق و ن) ل (ن ت ... ا ل ص ب د ر
ن ت س ب ر ي خ / / و ل ك ي و م ا ل خ ي س ر ا ل و ف ل ق / /

ف ي ت و م ا ل س ب ع ل ا ل ع ش رة ص ب ب ج ب ق ر ا ل ه ي ت ا ل و ص ر ي ت ا ل ع ا ت ل و ي ل و ف ب ت و ل ا ج و دة و ع ن ه ي ت ك ل ه ن ا ل س ب دة ا ل ا ي ل و و ف :

- 1
- 2
- 3
- 4
- 5

بوق ث ا ب خ ل ه ج خ :

- / أ

اولاً ا ف و ب ح ل ه ج خ ن ب ن ز ش د ت ي ل ن د س خ / و ن ش ك ب و ل ج د ح م ب د ح ا ل ق ص ب و ز ن ن ي ل ز ف ق

ب ب ا ب ث د ع ل ه ج خ ن ب ر خ ق م ه س ن ه ج خ و ب و ج ن ه ن س ل ه ج خ.

- 1 ت و ن ت ل خ ب ل ل س ر ي ذ ل و ف ذ س / و ي ب ا ل ج ت .
- 2 ت و ن ت ل خ ب ا ل س ت و ر / ن ه ي ب ل و ف ي س ل ل ج ت .

ب ي ت ب ا ب ق ش ذ ل ه ج خ ل ج ش ا ع ا د ل ز خ ذ ه و ل ب خ ص ن ب ن ش ك ا و ي ل ن ز ط ه ب ا ن ن ي ن خ :

و	ل ش ك ا ن ز ط و (ال ج ش ا ع ل ز خ ز)	ب س ن ج ش ل ج ك خ ال ج ش ا ع	ا ل س ي ل ك ر ف ز ال ج ش ا ع	ق ش ا س ن ه ج خ
1				

و ا ز ا ل ج ز ب ع ف ا ر ب و ن ا س ي ت خ

- ق ك ب د ن س ب د ح ل ذ ص س :

رَجِّعْ اِخْطَا سِزَالِ وِشِكْ / رِظْمِي

F8 (Q/6)

رَبْنَسْ-خ:
رَقِي-ذ:
رَشْفِي-بَد:

رَسْذ /

رَبُّ اُ /

ر نَح طَج تَهْتِوَكِذ , , ,

رَبْلَا تَبِيح رُ طَدَت ان شِكْ / رَاظْمِي رُ قُذْوِي كِي نَه تَجْ تَبِيحْ وَا نَه لِد رُ كُ رَا تَجْ تَبِيحْ رَسْمِي
رَشْخَصَ يَفْطَلِي رَشْ رُ تَجْ / رَبْلَا يَمَّ ك هَا رُ تَجْ / رُ بَدْخ رَهفَ رَخ يَغ اُدْ رَا تَبِيح رُ رَخْصَ رَشْفِي تَجْ و رَسْذ
..... اَهْلِح رَشْ اُ

.....
.....
.....
.....

رَشْ رَا تَبِيح رُ رَبْلَا بَطْحَتْ اُ : رَسْمِي رَشْفِي ان شِكْ / رَاظْمِي (رُ قُذْوِي / رُ قُذْوِي) يَأْتِي كَه رُهْج رُ رَا تَبِيح رُ رَخْصَ رَسْمِي فَا رَدَا
رَشْفِي دَفَا اَقْرَب وُقْذ .

وَفَضْ رَبْدُوجْ قَبِيحِجْ ان قُذْرَ وَا لَزْدُخ , , ,

يَشْ كَبِيوَال دَا سَجْ رَا كَبِيوِي خِن هَج دَح
" جَخْ يَخْ ان شَبَدَات وُقِي ان طَبْقْ خِنَه رُجَبَد "

) (