

## PROCEDURE FOR COMPLAINTS AND APPEALS HANDLING EZC-QP-09

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### REVISION/REVIEWED HISTORY

Revision	Review Date / Rev Date	Description of Changes	Authorized By
00	01-Jun-2021	First Issue	GENERAL MANAGER
01	14-Aug-2021	Update the procedure by adding complaint register	GENERAL MANAGER
01	01-Jun-2022	Reviewed with No Changes.	GENERAL MANAGER
02	14-Aug-2022	Top management deals complaints is added	GENERAL MANAGER
02	01-Jun-2023	Reviewed with No Changes	GENERAL MANAGER
03	28-May-2024	Added Forms & Records	GENERAL MANAGER



## 1. PURPOSE

The purpose of this procedure is to describe the process for handling complaints and appeals, ensuring they are validated and properly addressed when received from clients or other relevant parties. It outlines the steps to be followed in the event of a customer complaint related to inspection/testing results or appeals disputing decisions, which are referred to an arbitration authority when necessary.

## 2. SCOPE

This documented procedure applies to all complaints and appeals received by **Engineering Zone Co. Ltd** through any means, such as written communication, verbal reports, email, phone, etc. It also includes handling adverse findings raised during audits or inspections conducted by the company.

## 3. REFERENCE

- BS EN ISO/IEC 17020:2012 – Clause 7.5 & 7.6
- ILAC P9:06/2014 – ILAC Policy for Participation in Proficiency Testing Activities
- ILAC P10:01/2013 – ILAC Policy on Metrological Traceability of Measurement Results

## 4. RESPONSIBILITIES

- **Management Representative (MR):** Responsible for receiving complaints and appeals from clients and other parties, coordinating with the Technical Manager and Deputy Technical Manager to ensure proper handling, validation, and analysis of the complaints and appeals.
- **Technical Manager/Deputy Technical Manager:** Responsible for root cause analysis and validation of complaints and appeals, ensuring non-discriminatory actions and objective resolutions.
- **General Manager/ Management Representative** Responsible for the final resolution and closure of complaints and appeals to the satisfaction of the client or other involved parties.

## 5. PROCEDURES

### 5.1 RECEIPT OF COMPLAINTS & APPEALS

#### Non-Discriminatory Actions in Appeals:

**Engineering Zone Co. Ltd.** is fully committed to ensuring that the investigation and decisions on appeals do not result in any discriminatory actions. All appeals are handled impartially, without any bias or influence from internal or external parties. The process ensures that the rights of all individuals and organizations involved are respected, and the final decision is made solely based on the facts of the appeal.



Complaints and appeals may be received from clients or other parties via various means (e.g., email, letter, fax, telephone, or verbal communication). Once received, they must be recorded in the **Complaints and Appeals Register**. Each entry must include:

- Complaint and appeal serial number,
- Mode of receipt,
- Received by,
- Name of client/other parties,
- Detailed description of the complaint or appeal,
- Reference to the specific inspection or service related to the complaint or appeal, including the inspection date,
- Classification of the client feedback or complaint.

### 5.2 VALIDATION AND INITIAL REVIEW

Upon receiving a complaint or appeal, it is first determined whether the complaint is relevant to **Engineering Zone Co. Ltd's** services. If applicable, an acknowledgment is sent to the relevant party. Quality Manger reviews the appeal reviews supporting documentation or interviews inspection personnel involved in the service. The company ensures that no discriminatory actions are taken against staff involved in the complaint or appeal investigation.

### 5.3 CLASSIFICATION & HANDLING

Complaints and appeals are categorized to help track trends and make improvements. Common classifications include:

- Delays in inspection report or certificate submission,
- Errors in reporting or variation in findings,
- Inspection not performed according to contract terms,
- Untimely inspection performance,
- Errors in reports,
- Communication issues,
- Complaints about business practices or other non-technical matters,
- Complaints related to the inspection service provided.

### 5.4 ANALYSIS AND RESPONSE

The Management Representative or Technical Manager is responsible for conducting a root cause analysis of each complaint or appeal. Based on the analysis, appropriate corrective actions are taken, and the client is informed of the steps taken to resolve the issue. The complaint is documented in the **Customer Complaint Form**

### 5.5 CLOSURE OF COMPLAINTS & APPEALS

After corrective actions are taken, the General Manager or Management Representative/Sales Director ensures the final resolution is communicated to the client. Depending on the severity of the issue, a follow-up may be conducted to confirm that the corrective actions are effective and that the client is satisfied. All correspondence and



resolution outcomes are updated in the **Customer Complaint Form & Complaints and Appeals Register** and the outcome is intimated to the Customer.

#### Responsibility for Decisions:

**Engineering Zone Co. Ltd.** takes full responsibility for all decisions at every level of the handling process for complaints and appeals. This includes receiving, investigating, and resolving complaints and appeals in a fair and transparent manner. The Management Representative, Technical Manager, and General Manager ensure that appropriate decisions are made, documented, and communicated to all parties involved.

#### 5.6 ESCALATION AND INVOLVEMENT OF THIRD PARTIES

If the investigation reveals that third parties, such as subcontractors or external service providers, are responsible for contributing to the complaint or appeal, the **Technical Manager** or their delegate will contact these parties to ensure corrective actions are implemented across all relevant areas.

#### 6. CLIENT FEEDBACK

Client feedback is gathered regularly, at least once a year, and reviewed by the **Management Representative**. Negative feedback is treated as a formal complaint and processed according to this procedure. The effectiveness of corrective and preventive actions is monitored through periodic reviews.

#### 7. RELATED FORMS AND RECORDS

Sl. No	Document Name	Document No	Retention Period
1.	Complaints & Appeal Register	EZ-CSD-001	5 years
2.	Customer Complaint Form	EZ-CSD-002	5 years
3.	Client Feedback Form	EZ-CSF-010	5 years

