

Document Title:		
Procedure on Appeal, Complaint and Dispute		
Section No: ITCQP-09	Date: 15/08/2018	Revision No: 00
Prepared By: Management Representative	Review and Approved By: Director	

1.0 Amendment Record

Section No.	Rev No.	Date	Description of Change	Approved By

2.0 Purpose

To establish and maintain a process by which an appeal or complaint made by an applicant, certified client or interested parties against decisions made by ITC Zenith are dealt and resolved in a fair and reasonable manner.

3.0 Scope

All appeals and complaints made by applicants, certified clients or interested parties.

4.0 References

ISO/IEC 17021-1:2015 - Section 9.7, 9.8
Section 9.7 and 9.8 of Quality Management System Manual

5.0 Responsibility

Director, Operation Manager

6.0 Procedure

6.1 Appeals

A statement shall be in writing with identification of the sender for consideration as appeal. An appeal is generally made by a client to reconsider ITC Zenith decision related to certification i.e. granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification.

Applicant, certified clients are advised of the appeal process at an appropriate stage of contact with ITC Zenith. Applicant appeal e-mail goes to Director who in turn deals with the appeal. The receipt of the appeal is acknowledged to the concerned party in writing, and appellant is informed about the progress and outcome.

It is ensured that the person/s engaged in the appeals-handling process are different from those who carried out the audits and made the certification decisions or been involved in the subject of appeal. Submission, investigation and decision on appeals do not result in any discriminatory actions against the appellant.

Effectiveness of these actions is reviewed by Director, as responsible to deal with specific appeal. The decisions taken by Director is binding on ITC Zenith to take suitable actions.

ITC Zenith gives a formal notice to the appellant at the end of the appeals-handling process and the relevant records are maintained. The feedback is sought from the appellant / concerned client. Once the appeal has been resolved by ITC Zenith Director, then no counter claim by either party in dispute can be made to amend or change the decision.

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In instances where the appeal has been successful and the Certificate reinstated, then no claim can be made against ITC Zenith for reimbursement of costs or any losses incurred as a result of the initial withdrawal notification.

6.2 Complaints

A statement shall be in writing with identification of the sender for consideration as complaint.

The complaints can be made by the client expressing dissatisfaction over ITC Zenith decision related to certification i.e. granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification or any other unacceptable situation arising out of ITC Zenith activities with the client and a response is expected.

Applicant, certified clients or interested parties are advised of the complaint process in the “Customer Feedback Form” provided to them at an appropriate stage of contact with ITC Zenith. The form goes to Director who in turn deals with the complaint.

This process is subjected to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint. ITC Zenith gathers and verifies all necessary information to validate the complaint and acknowledge receipt of the complaint, and provides the complainant with progress reports and the outcome.

It is ensured that the person/s engaged in the complaint handling process are different from those who carried out the audits or made the certification decisions or been involved in the subject of complaint. Submission, investigation and decision on complaints do not result in any discriminatory actions against the appellant. Effectiveness of these actions is reviewed by Director as responsible to deal with specific complaint. The decisions taken by Director is binding on ITC Zenith to take suitable actions.

ITC Zenith gives a formal notice to the complainant at the end of the complaint handling process and the relevant records are maintained. And the feedback is taken from the complainant / concerned client.

In another case, a complaint can be made by an Interested Party against ITC Zenith certified client/s. An interested party is generally the one who has business interest with ITC Zenith certified client/s. A statement shall be in writing with identification of the sender for consideration as complaint.

This process is subjected to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint. Upon receipt of a complaint from such an interested party, ITC Zenith confirms whether the complaint relates to certification activities that it is responsible for, and if so, takes necessary correction and corrective actions. If the complaint relates to a certified client, then examination of the complaint is done by a short notice audit at client’s end and base on the audit outcome, necessary correction and corrective actions are taken.

Submission, investigation and decision on complaints do not result in any discriminatory actions against the complainant.

The complaint from an interested party is dealt by Director. ITC Zenith gives a formal notice to the complainant at the end of the complaint handling process and the relevant records are maintained. The feedback is sought from the complainant / concerned client. ITC Zenith determines together with the client and the complainant that to what an extent, the subject of the complaint and its resolution is to be made public.

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7.0 Records

- Appeal Complaint Log
- Records of Appeal and Complaints
- Corrective Action Request (Appeals / Complaints)

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