



B SAFE SAFETY & SECURITY CONSULTANCY

INSPECTION, TRAINING, CONSULTANTS

B SAFE SAFETY & SECURITY CONSULTANCY APPEAL, COMPLAINT AND FEEDBACK PROCEDURE

1. PURPOSE:

To establish procedure for handling of candidate appeal and complaint and candidate perception about services provided to candidates.

2. SCOPE:

All the certified candidates and customers of **B SAFE Safety & Security Consultancy**

3. CROSS REFERENCES:

ISO 17024:2012, Clause No. 9.8 & 9.9

4. RESPONSIBILITY:

Management representative, Technical/certification Manager, Department Heads is responsible for implementation of this procedure.

5. DESCRIPTION:

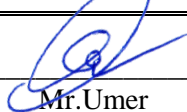
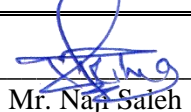
5.1 APPEAL & COMPLAINT HANDLING SYSTEM

Receiving:

- In case of applicant, certified person or interested party appeal and Complaint can be received through phone, verbal, written or online through website etc.
- Complaint can also be received in the form of customer feedback.
- Appellant should send the appeal within 14 working days of results received.
- The receipt of appeal is acknowledged by the General Manager
- The appellant/complainant will be informed of receipt of complaint or appeal within 3 working days.
- MR checks whether complaint or appeal relates to certification activities for which it is responsible and will respond accordingly.

Investigating:

- Appeal and complaints are recorded, Appeal and Complaint shall be forwarded by the employee to Management representative and concern person for taking action. All the necessary Information will be gathered and verified to validate the complaint. Meanwhile existing decision will remain in force until final decision.
- Management representative shall prepare a corrective/preventive action report and after filling send the report to concern department after entering into corrective /

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preventive action record. The concerned person will be given a time of 7 working days to take notice and to discuss with technical expertise.

- Concern department shall do proper investigation and take corrective action and fill the corrective/preventive action form and submit to General Manager for his approval. **The final decision will be from the General Manager**
- Management representative shall verify the corrective action for its effectiveness and close it.
- Management representative shall follow-up all the pending corrective action to ensure timely closure of corrective actions.
- Management representative will immediately inform the appellant and complainant for the outcome of investigation and counter measure done and submit the reports.
- All the appeals are recorded in appeals record.
- The GM will ensure that the submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellants. And a formal notice will be send to appellant for appeal or complaint within 30 days of progress made and outcome.
- Similarly if any complaint received by BSSC against any officer including MR then it will be investigated by GM. receipt will be sent in 3 days to complainant and final decision should be made within 30 days of complaint submission.
- All complaints and appeals, after redressed and disposal, shall be closed through a closing note / closing call or formal notice by GM and certification will be restored as soon as possible.
- Ensure that appropriate preventive actions are taken to avoid reoccurrence. And effectiveness of all corrective actions will be monitored in management review meeting.
- The entire process to be followed meets the requirement of confidentiality as it related to complaints/appeals.
- Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant

5.2- CUSTOMER SATISFACTION SURVEY SYSTEM:

- Customer satisfaction survey is conducted every year from all regular customers.
- In case of any rating average and below shall be considered as complaint and dealt as mentioned in **5.1**.
- Analysis of the customer satisfaction shall be done for all the questions in order to identify the improvement opportunity.
- Corrective actions are taken for improvement for the identify areas.
- Customer satisfaction analysis shall be discussed in management review meeting.

Appeals and complaints should be addressed to info@bsafesafety.com

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