COMPLAIN AND APPEAL PROCEDURE

	Title	Signature	Date
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1.0 PURPOSE

This procedure establishes a systematic, impartial, and confidential process for receiving, evaluating, investigating, deciding upon, and resolving all complaints, appeals, and reportable incidents related to the certification services of ABCON SAFETY CONSULTANCY LLC. It ensures that all such matters are handled fairly, transparently, and in a timely manner, safeguarding the interests of all parties and the integrity of the certification process.

2.0 SCOPE

This procedure applies to:

- **Complaints:** Any expression of dissatisfaction, received from any source (e.g., applicants, candidates, certified persons, staff, or the public), regarding any aspect of the organization's activities or decisions.
- **Appeals:** Formal requests by applicants, candidates, or certified persons for reconsideration of a decision made by ABCON SAFETY CONSULTANCY LLC (e.g., examination results, certification suspension/withdrawal).
- **Incidents:** Any event occurring during certification activities (e.g., assessment irregularities, safety issues, procedural breaches) that requires formal recording and review.

3.0 RESPONSIBILITY

3.1 Quality Manager: Acts as the central point of contact for receiving and logging all complaints, appeals, and incidents. Responsible for initial validation, acknowledgment, coordination of the investigation, and communication of outcomes.

3.2 Appeals Committee: An impartial committee, independent of the original decision-making process, is responsible for reviewing, investigating, and making final decisions on all appeals.

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was not involved in the original decision, undertakes a thorough review. This may include re-evaluating evidence, interviewing personnel, and consulting technical experts.

5.4 Decision, Action, and Communication

5.4.1 **For Complaints/Incidents:** Upon conclusion of the investigation, the Quality Manager (or Top Management for serious cases) determines the outcome and any necessary corrective actions. A **Corrective Action Request (PR-07-F01)** is raised if systemic issues are found. The complainant is provided with a written response detailing the outcome and actions taken.
5.4.2 **For Appeals:** The Appeals Committee reaches a decision. This decision is final and binding on ABCON SAFETY CONSULTANCY LLC The appellant is provided with a formal written notice of the decision and the reasons for it.
5.4.3 All outcomes shall be communicated to the relevant party within a **maximum of 30 calendar days** from receipt. If an extension is required, the party shall be informed of the delay and the reasons.
5.4.4 The submission, investigation, and decision-making process shall ensure **confidentiality** and shall **not result in any discriminatory action** against the complainant or appellant.

5.5 Corrective and Preventive Actions

5.5.1 Where the investigation reveals a nonconformity or potential for improvement in the management system, the **Corrective Action Procedure (CB-PR-04)** shall be invoked.
5.5.2 The effectiveness of actions taken is monitored and reported as an input to the Management Review.

5.6 Record Keeping and Closure

5.6.1 All records related to the complaint, appeal, or incident—including submissions, investigation notes, decisions, communications, and evidence of corrective actions—shall be filed securely and confidentially.
5.6.2 The Quality Manager updates the **Complaints & Appeals Log (PR-07-F02)** with the final outcome and closure date.
5.6.3 Records shall be retained in accordance with the **Control of Records (CB-PR-02)** procedure.

6.0 REFERENCES

- ISO/IEC 17024:2012, Clauses 9.8 (Appeals) and 9.9 (Complaints)
- **CB-PR-02**: Control of Records
- **CB-PR-04**: Corrective Action Procedure
- **CB-PR-05**: Management Review Procedure

7.0 FORMS/EXHIBITS

- **PR-07-F01:** Corrective Action Request – For Complaints & Appeals
- **PR-07-F02:** Complaints & Appeals Log

3.3 Top Management (CEO/Director): Responsible for ensuring the effective operation of this procedure, providing necessary resources, and making final decisions on serious complaints or where the Appeals Committee cannot reach consensus. Also investigates complaints against the Quality Manager.

3.4 All Personnel: Are responsible for promptly reporting any incidents or potential complaints they become aware of to the Quality Manager.

4.0 DEFINITIONS

- **Complaint:** An expression of dissatisfaction, other than an appeal, by any person or organization relating to the activities or outcomes of ABCON SAFETY CONSULTANCY LLC
- **Appeal:** A request by an applicant, candidate, or certified person for reconsideration of a decision affecting them (e.g., failure in assessment, denial of certification).
- **Incident:** Any unforeseen or adverse event occurring during the planning or execution of certification activities.

5.0 PROCEDURE

5.1 Receipt, Acknowledgement, and Logging

5.1.1 Complaints, appeals, and incidents may be received verbally, in writing, by email, or via the company website.
5.1.2 The **Quality Manager** shall record all submissions in the **Complaints & Appeals Log (PR-07-F02)** without delay, assigning a unique tracking number.
5.1.3 For appeals, the appellant must submit their request in writing within **14 calendar days** of being notified of the contested decision.
5.1.4 The Quality Manager shall acknowledge receipt of the submission to the complainant/appellant within **3 working days**.

5.2 Initial Review and Validation

5.2.1 The Quality Manager conducts an initial review to determine if the matter is within the organization's scope and responsibility.
5.2.2 If it is not, the submitter is informed in writing, with reasons.
5.2.3 If it is valid, the matter is classified as a **Complaint**, an **Appeal**, or an **Incident**, and the respective process is initiated.

5.3 Investigation Process

5.3.1 **Complaints & Incidents:** The Quality Manager, or a person designated by Top Management, initiates an investigation. This involves gathering all relevant information, documents, and statements. The original decision/action typically remains in effect during this investigation.
5.3.2 **Appeals:** The Quality Manager forwards the appeal to the **Appeals Committee**. The Committee, which

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