

	Document title:	Procedure for Complaints and Appeals Handling
	Doc Ref:	PCAS-PR-06

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1.0 Purpose

The purpose of this procedure is to describe handling of complaint and appeals received from the client, in house and from other parties.

2.0 Scope

This procedure is applicable to all types of complaints and appeals received by PCAS FZCO.

3.0 Terms and Definition

- **Complaints:** expression of dissatisfaction, other than appeal, by any person or organization to PCAS relating to the activities of PCAS, where a response is expected.
- **Appeal:** request by the provider of the object of conformity assessment to PCAS for reconsideration by PCAS of a decision it has made relating to that object.

4.0 Responsibility & Authority

It is the responsibility of the PCAS FZCO Top management, General Manager, QHSE Manager, and PCAS Employees to ensure implementation of this procedure. The General Manager approves this procedure and any changes can be made only with his approval.

5.0 Procedure

5.1 Complaints-Appeals Handling Process

5.1.1 PCAS FZCO maintains a system for receiving complaints, appeals, claims and disputes. The client needs to provide the Client Details, application reference, if applicable.

5.1.2 Upon receiving the complaint letter, the PCAS FZCO QHSE Manager / Deputy QHSE Manager will log the complaint by giving a unique identification number and the letter will be kept for confidentiality and record control. Verbal complaints can only be acted upon

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submission of a formal written complaint and the subsequent corrective action will be implemented.

5.1.3 QHSE Manager / Deputy QHSE Manager to register Complaint/Appeal in the Complaints and Appeals Form with the following details:

- Complaint and appeal serial number.
- Received by,
- Name of client / other parties,
- Description of complaint and appeal,
- Reference of services against, which complaint and appeal is raised along with the reference, date and other details.

5.1.4 QHSE Manager / Deputy QHSE Manager or delegated personnel shall validate the complaint after checking necessary back-up records or personal interview of evaluators and staff members.

5.2 Analysis and Treatment of the Complaints and Appeals

5.2.1 The QHSE Manager / Deputy QHSE Manager will assess whether the complaint is valid, determine the accountable department and assign a responsible person for investigation and the appropriate corrective action should be carried out immediately.

5.2.2 A written resolution shall be sent to the complainant within **five working days** after receiving the complaint or appeal. If the complaint is deemed valid, a corrective action should be done by the PCAS FZCO staff to maintain the conformity to ISO 17065:2012, to prevent recurrence, and to conduct internal audit (if deemed necessary) to assess the effectiveness of the corrective action.

5.2.3 Personnel who are directly involved in the complaint/appeal will not be assigned to investigate the complaint/appeal to ensure impartiality.

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5.2.4 The authority of the complaint and appeals handling process including receiving, investigation, analysis and final decision are defined in PCAS-PF-06-02 Complaints and Appeals Authorization Matrix.

5.3 CLOSING OF COMPLAINT AND APPEAL

5.3.1 Every client complaint and appeal are recorded. The records are maintained by the QHSE Manager / Deputy QHSE Manager. When there are copies of written communication, reports and other documents related to a complaint and appeal, these records are organized into a file and are identified with the complaint and appeal number and also having records of the corresponding corrective action.

5.3.2 All the complaint and appeal received by Organization will be closed within 5 working days after receiving the complaint and appeal.

5.3.3 The outcome of complaint/appeal investigation and final decision shall be communicated to the complainant/appellant. Also, it is a part of the management review meeting.

6.0 Records

SI No	Document Title	Document No.
1	Complaints and Appeals Form	PCAS-PF-06-01
2	Complaints and Appeals Authorization Matrix	PCAS-PF-06-02

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7.0 Reference

ISO/ IEC 17065:2012

8.0 Revision History

Rev No	Date	Reasons for Change	Sections Affected
01	March 1, 2022	Added: In case the General Manager is involved in the Complaints and Appeals, the shareholders representative shall take part on the Complaints and Appeals final decision making. (Clause 4.0)	4.0
01	March 1, 2022	Added: “appeal” in Clause 5.2.3	5.2.3
01	March 1, 2022	Added: In case the General Manager is involved in the Complaints and Appeals, the shareholders representative shall take part on the Complaints and Appeals final decision making. (Clause 5.3.2)	5.3.2
02	15 March 2022	Revised the sentence to give a clear message that the shareholders representative will take the final decision in case the General Manager is involved with the Complaints and Appeals.	4, 5.3.2
03	22 March 2022	- Rewording Clause 4.0 and 5.3.2.	4, 5.3.2
03	22 March 2022	- Modify the clause no. 5.2.4 to clarify the authority for complaints and appeals final	

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		decision making. - Add new form: PCAS-PF-06-02 Complaints and Appeals Authorization Matrix.	5.2.4 6
4	15 Jan 2024	Update in the responsibilities	4.0
4	15 Jan 2024	QHSE Engineer replaced by QHSE manager / Deputy QHSE Manager	5.1.2 5.1.3 5.1.4 5.3.1

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