



TITLE: Appeals and Complaints Procedure

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PREPARED BY: Quality Manager (QM)

APPROVED BY: CEO

1. PURPOSE

The purpose of this procedure is to describe the process and procedure to follow where an appeal or a complaint is received from applicants, candidates, certified organizations and their customers, and other parties about the certification process and criteria, as well as policies and procedures for the performance of certified organizations.

2. SCOPE

The scope of this procedure will cover the complaints and appeals on assessments done, the moderation that follows and the Appeal Committee that would provide a resolution on the outcome of the appeal.

3. DEFINITIONS AND ABBREVIATIONS

3.1 Appeal:

Request by applicants, candidates and certified organizations reconsideration of any adverse decision made by the certification body related to her/his desired certification status

3.2 Complaint:

Conformity assessment request, other than an appeal, by any organization or individual to a certification body, for corrective action relating to the activities of that body or to those of any of its customers.

4. RESPONSIBILITIES

4.1 Quality Manager of STAREGISTER is responsible to:


- a. Handling all Complaints
- b. Managing the process and contact all interested parties related to complaints and appeals

4.2 Appeal Committee is responsible to:

- a. Handling all Appeals

4.3 CEO is responsible to:

- a. Appointing Appeals Committee.

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5 PROCEDURE

5.1 Appeal Committee

5.1.1 Appeals will be reviewed by Quality Manager and/or a designated person assigned by him. This designated person cannot be the staff involved in audit.

5.1.2 CEO then appoints an Appeal Committee, which is responsible for appeal process and to safeguard the impartiality, including provisions to assure the impartiality of the operations of the organization. This structure enables the participation of all parties significantly concerned in the development of policies and principles regarding the content and functioning of the certification system, without any particular interest is predominating.

5.1.3 Appeals Committee is composed of, at least three members with a majority of members independent of STAREGISTER personnel. Quality Manager will provide to the committee all the necessary information, including the reasons for all significant decisions, actions, and the selection of persons responsible for particular activities, in respect of certification, to enable STAREGISTER to ensure proper and impartial certification.

5.1.4 The members of the Appeal Committee can be selected from other STAREGISTER Committees. In the event that a member or members of the Appeal Committee do have a conflict of interest, based upon the facts or circumstances of a specific appeal, including employment or other affiliations of the appellant, then STAREGISTER management shall select a substitute member or members to hear and decide upon that claim.

5.2 Appeals

5.2.1 Appeals may be received by every employee, by mail, fax, e-mail or orally. Appeals are required to be submitted in writing, to the attention of the Quality Manager.

5.2.2 Upon receipt of an appeal Quality Manager will register the appeal in the Appeal register. Appeals will be supplied to the CEO. The CEO will as soon as possible (through the Quality Manager) send a letter or e-mail as confirmation of receipt and consideration to the appealing party.


5.2.3 The CEO will appoint Appeals Committee. Within four weeks the findings will be reported to the CEO.

5.2.4 The report will be used to develop recovering / corrective proceedings, which have to include measures for recovery of certification as soon as possible, prevention of repetition and the assessment of the effectiveness of the applied recovering / corrective measures.

5.2.5 Within four weeks after confirmation of reception the Quality Manager will send the sender a letter with the proposed solution.

5.2.6 All decisions are final and cannot be re-appealed.

5.2.7 STAREGISTER maintains files and records of all appeals related to the certification, as well as recovery actions. This data is used for analysis during management reviews.

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5.2.8 If needed, Corrective & Preventive Actions Procedure (MSC-P430) could be applied.

5.3 Complaints

- 5.3.1 Complaints may be received by every employee, by mail, fax, e-mail or orally. The employee is required to report the complaints to the Quality Manager.
- 5.3.2 Upon receipt of a complaint Quality Manager will register the complaint in the complaint register. Quality Manager will send (through the secretariat) a letter or e-mail as confirmation of receipt and consideration to the complaining party. Upon receipt of a complaint, Quality Manager will confirm whether the complaint relates to certification activities that he is responsible for and, if so, will manage it. If the complaint relates to a certified organization, then examination of the complaint will consider the effectiveness of the certified management system.
- 5.3.3 The report will be used to develop recovering / corrective proceedings, which have to include measures for recovery of certification as soon as possible, prevention of repetition and the assessment of the effectiveness of the applied recovering / corrective measures.
- 5.3.4 Within four weeks after confirmation of reception Quality Manager will send the sender a letter with the proposed solution.
- 5.3.5 In case application of the steps mentioned above does not lead to an acceptable solution or if the presented procedure is unacceptable for the appealing party or other parties involved, the complainant will be offered the possibility to initiate an appeal.
- 5.3.6 STAREGISTER maintains files and records of all complaints. This data is used for analysis during management reviews.
- 5.3.7 If needed, Corrective & Preventive Actions Procedure (MSC-P430) could be applied.

6 RELATED DOCUMENTS

- 6.1 MSC-M101, Quality Management System Manual
- 6.2 MSC-P430, Corrective & Preventive Actions Procedure
- 6.3 MSC-F321, Appeals/Complaints Register
- 6.4 Appeals/Complaints records

Amendments Record

No.	Date	No. of Amendment pages	Place and summary of the amendment	Rev. No	Approval



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