

**Procedure For Complaints, Appeals & Feedback**

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Document Amendment History			
Issue No	Revision No	Summary of changes from previous version of the document	Date
01	00	First version released for implementation.	17-05-2020
01	01	Updating New Address	25-05-2021
01	02	This Procedure will be available in the website, Classification and handling of Complaints/ Appeals added.	01-06-2022

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## Procedure For Complaints, Appeals & Feedback

### 1. PURPOSE:

The purpose of this procedure is to define the method for handling customer complaints, appeal and taking customer feedback in order to determine the steps needed for effective implementation of corrective actions and needed improvements resulting from such feedbacks.

### 2. SCOPE OF APPLICATION:

Complaint, appeal and feedback received from customer.

### 3. CROSS REFERENCES:

ISO/IEC 17020:2012 Standard: Clause 7.5: Complaints and appeals

Clause 7.6: Complaints and appeals process

### 4. RESPONSIBILITY FOR APPLICATION:

Sales Manager / Management representative / concerned staff

### 5. PROCESS:

Customer Satisfaction Process:

#### 5.1 Planning For Customer Feedback:

MR will monitor customer satisfaction based on following criteria:

- Customer satisfaction survey conducted yearly
- Repeat orders from customer
- No. of customer complaints

Market feedback, management review, non-conformity reports, auditing and processes which affect quality, in order to detect, analyse and eliminate potential causes of non-conformities.

5.1.1 All employees are encouraged to submit to the Management representative any observations that may indicate potential problems or areas for improvement. Such observations may be submitted verbally or in writing.

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5.1.2 Should such potential causes be detected, the Management Representative will identify the functions in the company needed to be involved in the analysis of the problem and the devising of the appropriate preventive action. If necessary, an internal audit may be initiated to assist the investigations.

5.1.3 The potential cause of non-conformities will then be evaluated and analysed in order to plan the effective preventive action. Potential impact on quality costs, performance, dependability, safety and customer satisfaction will be taken into consideration.

5.1.4 The proposed preventive action will be approved by the Management Representative prior to implementation.

### 5.2 Data Collection Process:

Sales Manager will conduct the survey by sending the questionnaire to various clients. He will then collect and forward to MR to analyse the data and measure the satisfaction and report it to all concerned.

"Needs Improvement" remarks from client will be considered as a negative remark and has to be addressed immediately by concerned persons.

In addition to that data are collected for number of complaint received and percentage of repeat orders.

### 5.3 COMPLAINTS & APPEAL RECEIPT

Complaints and appeals are received from client / other parties by any means such as email / letter / fax / telephone or verbal communication and any one of which first received is recorded in the Complaint and appeal register (IQRA-QP-11-04). After that complaint and appeal report is prepared with the details of,

- Complaint and appeal Serial. No.,
- Mode of receipt,
- Received by,
- Name of client / other parties,
- Description of complaint and appeal,
- Reference of inspection services against, which complaint and appeal is raised along with the reference of inspection date,
- Classification of the client feedback and complaint and appeal

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5.4 The customer complaint upon the receipt, shall be reviewed whether the complaint is exactly against IQRA Safety Consultancy(IQRA). Upon the receipt of the complaint or appeal, the same shall be acknowledged to the relevant party if applicable.

5.5 Client / other parties' complaint and appeal report are issued to the Technical / Deputy Technical Manager for analyzing the root cause. They validate the complaint after checking necessary back-up records or personal interview of the Inspection Engineers (who were involved in that job / process). IQRA Safety Consultancy(IQRA) shall always ensures that no discriminatory action will be taken against any personnel when there is any non-compliance because of them.

### 5.6 CLASSIFICATION & HANDLING

Client complaint and appeal and client feedbacks are classified according to their cause. The purpose is to allow for better tracking of trends and evaluating improvements in specific domains. Possible causes are:

- Delay in submission of inspection report / certificate,
- Wrong reporting / variation in reporting,
- Inspection not carried out as per the contract,
- Inspection is not carried out in time,
- Inadequate error in reports
- Problems with communication and response
- Complaint and appeal regarding business practices, publicity, etc.
- Problems in inspection services provided

Management Representative/ Technical Manager are responsible for the complaint and appeal, decide how to respond to the client and, when applicable, what needs to be done to correct the problem for the client (re-inspection, hold a meeting, etc.). The client is informed of this decision.

5.7 Management Representative reviews every client complaint and appeal, root cause is analyzed, and corrective action is taken. The same is recorded in the client complaint and appeal register (IQRA-QP10-F01).

### 5.8 ANALYSIS OF COMPLAINT AND APPEAL

Client / other parties' complaint and appeal are analyzed for the root cause. After identification of root cause, the necessary actions are taken to resolve the complaint and appeal. Client / other parties are replied accordingly and necessary actions are taken at client / other parties' end, if required to resolve the complaint and appeal. Considering seriousness of complaint and appeal, Management Representative (MR) or their nominee may visit the

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client / other parties, wherever required. Based on his feedback the complaint and appeal is closed by General Manager / Managing Director.

### 5.9 CLOSING OF COMPLAINT AND APPEAL

Depending on the nature of the non-conformity, the Management Representative may follow up with requests for corrective and preventive actions. When the investigation of client complaint and appeal determines that remote operation or other external organizations contributed to the complaint and appeal, the Technical Manager or his delegate must contact these organizations and provides them with all relevant information. All complaint and appeal are recorded and maintained by the Management Representative. The records of investigations that concern product quality or other test characteristics are maintained by Technical Manager. Based on analysis of Client / Other Parties complaint and appeal, necessary actions are taken, and client is replied for closing the complaint and appeal either through email, letter, phone call or verbally and the same has to be updated in the complaints and appeal register. Mainly the same is done either by MD / GM or MR, who are not directly involved in such inspection activity.

### 5.10 CLIENT FEEDBACK

Client feedback is taken at least once in a year or at frequent intervals wherever possible. All instances of client feedback, both positive and negative, are reviewed by the Management Representative. Unsatisfactory feedback is also considered as complaint and is analyzed as per above procedure.

Management Representative monitors effectiveness of corrective and preventive action by reviewing results at adequate time intervals whenever such similar cases arises.

This procedure for complaint and appeals will be available in our IQRA website ([www.iqrasafety.com](http://www.iqrasafety.com)).

### 6. RECORDS:

- Customer Satisfaction Survey – IQRA-QF11-01
- Customer Feedback analysis – IQRA-QF11-02
- Customer complaint record – IQRA-QF11-03
- Customer Complaint Form – IQRA-QF11-04

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