

## PROCEDURE FOR APPEALS AND COMPLAINTS

### Registration of Appeals

- In the event of a customer or third party wishing to appeal against any decision made by the Lead Auditor, Office Manager must inform the Executive Director immediately.
- Since this involves use of considerable resources, the appellants are advised to deposit Rs 10000. Also office manager has to advise the appellants that in case the appeal committee finds fault with the appellants, the deposit will not be returned. Also the cost involved in case of visit to customer's site is to be reimbursed within 15 days on getting the appeal committee verdict.
- On the other hand, if the committee finds fault on KPQR side, the deposit will be returned back and extra effort will not be reimbursed and appeal committee decisions will be implemented.
- The Office Manager maintains a register of all appeals. The details recorded include the date of receipt, customer details, summary of the appeal, and an appeal reference number. Appeals are registered immediately on receipt and the register is updated with details of the outcome after the hearing.
- The identifying appeal reference number is used on all subsequent correspondence and other records relating to the appeal. Copies are retained in an appeal file.

### Appeal Procedure

- If an appeal against a decision regarding certification is received from a KPQR customer, the Executive Director forms appeal committee as per terms and reference of Appeal committee and makes the necessary arrangements for the panel to meet.
- A meeting of an Appeals Panel is held within 30 days of receipt of the appeal.
- The Appeals Panel consists of members, none of whom have any direct commercial interest in the subject of appeal and one person is selected as Chairman
- The appellant is given at least 7 days notice of the time and place of the meeting and is entitled to be heard in confidence.
- The decision of the majority of the Appeals Panel as declared by its Chairman is communicated to both parties at the end of the hearing and is final.
  - If an appeal is found to be in the favor of the appellant the panel will be responsible for ensuring that suitable corrective action is taken which may be in the form of:
    - An additional assessment of the customer's quality system is undertaken (free of charge)
    - retraining of auditors
    - Changes to procedures

### Complaints

- If a customer has a complaint regarding any employee or sub contractor working for KPQR he must inform the Executive Director in writing.
- If the complaint involves the Executive Director it should be addressed to the [Technical advisory committee](#) of KPQR.
- The Office Manager maintains a register of all complaints. This includes the date of receipt, customer details, summary of the complaint, and a complaint reference number.
- Complaints are registered immediately on receipt and the customer is sent an acknowledgement letter indicating that the matter is receiving timely attention
- The Executive Director decides on an appropriate course of action and the decision is recorded in the complaints register.
- The customer is informed of the proposed actions and is asked to comment.
- The register is updated with details of the action and the customer's response, if any, is noted.
- Complaints are monitored with a view to improving customer satisfaction and reducing their future incidence.

### Review

- The status and progress of appeals and complaints are reviewed on a regular basis by the Executive Director.
- This review forms part of the periodic management review of the certification system .
- Appeals, complaints, disputes are recorded in the Non conformity report and necessary root cause; Correction, corrective actions, preventive actions, implementation effectiveness etc are recorded. In addition to this for appeal committee, minutes are maintained by office manager.

## **PROCEDURE FOR SUSPENSION AND WITHDRAWAL OF CERTIFICATIONS**

### **Suspension of certification (Partial or full)**

- The certification is suspended either fully or partially based on the following conditions individually or Severally
- No/ineffective corrective action in response to the non-conformities observed during surveillance assessment or reassessment.
- Non payment of outstanding dues
- Any major change has taken place in the legal status, ownership, impartiality etc. without information to the KPQR
- Any willful misuse of the logo of the KPQR and accreditation board.
- Any willful mis-declaration in the application form
- Willful non-compliance to the certification agreement
- Excessive and or serious complaints against the certified organisation
- Any other condition deemed appropriate by the KPQR.
- Not allowing KPQR to take up surveillance audit with the time as agreed in the contract.

### **Withdrawal of Certification**

- The certification is withdrawn from the certified organisation under the following conditions individually or severally
- If a certified organisation willfully relinquishes its certification status
- If the non-conformities are not addressed inspite of suspension for a period more than six months
- If no action is taken by the certified organisation in response to the suspension on any other grounds. ie failure to apply corrective action as a result of non-conformances found at assessment or surveillance visits within an agreed timetable.
- Failure of a customer to comply with the financial requirements of the Agreement entered into with KPQR
- Customer brings KPQR into or renders them liable to disrepute.
- Continued misuse of the logo by the customer
- Should the customer, at any time, decide that it no longer wishes to maintain
- Certification or finds it impossible to do so then KPQR, upon receipt of such advice, will cancel the Certificate.
- Upon suspension, withdrawal or cancellation of the Certificate by KPQR for
- Whatever reason the APPEAL COMMITTEE will write to the customer giving the grounds for the decision and details of the appeal procedure established by KPQR.