



# QUALITY SYSTEM PROCEDURE

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Title: Complaints and Appeals Procedure

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**PURPOSE:** The purpose of this procedure is to detail the processes required to deal with all types of complaints and appeals, including the identification, reporting and subsequent correction or prevention methods. Upon completion of any investigation a review of effectiveness shall be carried out before the non-conformance can be closed. This procedure shall be made available to all relevant parties upon request.

**RESPONSIBILITY:** It is the responsibility of all employees to be aware of how to identify and report complaint or appeals. Overall responsibility of the complaints and appeals process is with the Operations & Quality Manager or Technical Manager as appropriate. For any complaints and appeals, the Technical Manager, or the appointed Deputy will be responsible for establishing the facts, reviewing the technical data relevant to the complaint or appeal and liaising with the complainant / appellant. All complaints are expected to be resolved in a timely manner.

## PROCEDURE:

### Complaints / Appeals

- 1.1. A description of the complaints and appeals handling process shall be made publicly accessible via the company website. It will also be made available to all interested parties upon request.
- 1.2. For the purpose of this procedure, an appeal will be defined as any request by the customer to reconsider the decision, or outcome of an inspection or examination carried out by the Inspection/Examination Body.
- 1.3. The inspection/examination body shall maintain responsibility for all decisions at all levels of the complaints and appeals handling process.
- 1.4. Upon receipt of a Customer Complaint or Appeal, the Technical Manager must first establish the relevance of the information received, taking into account results of any previous similar appeals and proceed according to the flowchart (see page 2).
- 1.5. Customer appeals can only be investigated and managed by personnel with the relevant technical skills and knowledge.
- 1.6. All necessary information and documentation related to the Complaint or Appeal, will be gathered and placed into an electronic folder with a unique identification number.
- 1.7. On-going progress updates of the investigation will be provided to the interested parties.
- 1.8. All complaints and appeals will be dealt with in a constructive, impartial and timely manner.
- 1.9. The final decision of any complaint or appeal will be approved by another competent person not involved in the original inspection and will be formally reported to the complainant.
- 1.10. The outcome of any investigations of appeals will never result in there being any discriminatory actions, and the Operations & Quality Manager shall ensure that this is upheld.
- 1.11. The complaints and appeals handling process shall be subject to requirements for confidentiality.

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## Complaints and Appeals Flowchart

