

	Quality Procedure Emirates Safety Services LLC	Document No.	QP-CB-07
		Revision No.	0
		Issue No.	1
		Date	01-08-2021
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	Name	Designation	Date	Signature
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Approved By	Mr. Mohamed Basheer	Managing Director	01.Aug.2021	

Revision History: -

Rev.	Date	Nature of Changes	Approved By
00	01-Aug-2021	Initial Issue	Managing Director

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1.0 Purpose

The purpose of this procedure is to describe handling of incident, complaint and appeals received from the candidate / certified person, in house and from other parties.

2.0 Scope

This procedure covers all complaint and appeal received at Individuals by any means, like written, verbal, e-mail etc. It also includes adverse findings during examination.

3.0 Responsibility

3.1 **Management Representative** is responsible for receiving the complaint and appeal from the candidate / certified persons / other parties. They in consultation with the office staff and examiners / invigilators are responsible for handling, validating and analysis of the complaint and appeal to the satisfaction of the candidate / certified persons / other parties

3.2 The overall responsibility to execute this procedure is given below.

Activity	Responsibility
Completion and submittal of incident report records for entry into the Corrective Action System	All Emirate Safety Services LLC staff members
Incident investigation and analysis	Management Representative
Appeal review, analysis and decision	Appeal Subcommittee

4.0 Description of activity

4.1 Examination Incidents

4.1.1 For the purposes of this document "Examination incidents" are defined as complaints, suggestions, observations and opportunities for improvement. Examination incidents data is entered into the Corrective Action System for proper treatment This procedure describes the methodology by which **Emirate Safety Services LLC** collects and processes incident reports; and communicates the impact to staff members.

4.1.2 **Emirate Safety Services LLC** recognizes that incidents occur in daily operation that collectively have an impact on the examination process. In order to properly analyze and address system issues a consistent and thorough process for collection of information is vital.

4.2 Complaints

Complaints are incidents of grievance or dissatisfaction with **Emirate Safety Services LLC** Complaints may be:

- internal in nature – raised by a **Emirate Safety Services LLC** staff member with regard to internal service, operations or employee performance
- external in nature–raised by **Emirate Safety Services LLC** candidate / certified persons, suppliers or other affiliated organizations
- written

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- verbal
- complaints raised by candidate / certified person's or stake holders

4.3 Terminology used in this procedure for incidents

The incidents and complaints are considered as any of the below 4 things and procedure describes the system for handling the same.

4.3.1 Suggestions

Emirate Safety Services LLC recognizes that positive feedback is as important as negative. Suggestions are vital in identifying preventive action and system improvement. As with complaints, suggestions may be internal or external in nature, written or verbal.

4.3.2 Appeals

Emirate Safety Services LLC recognizes that the candidate / certified person may have some reservations or may not agree with the conduct of examiners / invigilators, Examination findings, certification committee decision and / or overall interaction with **Emirate Safety Services LLC** staff. Candidate / certified person is free to communicate the same to **Emirate Safety Services LLC** Appeal subcommittee and this is treated as an appeal from the candidate / certified person.

Receiving Complaints & Appeals:

In case of applicant, certified person or interested party appeal and Complaint can be received through phone, verbal, written or online through website etc. Appeals/Complaint can also be received in the form of customer feedback. Appellant should send the appeal within 14 working days of results received. The receipt of appeal is acknowledged by the Managing Director/Management Representative(MR)

The appellant/complainant will be informed of receipt of complaint or appeal within 3 working days.

MR checks whether complaint or appeal relates to certification activities for which it is responsible and will respond accordingly.

Investigating:

Appeal and complaints are recorded, Appeal and Complaint shall be forwarded by the employee to Management representative and concern person for taking action. All the necessary Information will be gathered and verified to validate the complaint. Meanwhile existing decision will remain in force until final decision.

Management representative shall prepare a corrective/preventive action report and after filling send the report to concern department after entering into corrective / preventive action record. The concerned person will be given a time of 7 working days to take notice and to discuss with technical expertise.

Concern department shall do proper investigation and take corrective action and fill the corrective/preventive action form and submit to Managing Director for his approval. The final decision will be from the Managing Director.

Management representative shall verify the corrective action for its effectiveness and close it. Management representative shall follow-up all the pending corrective action to ensure timely closure of corrective actions. Management representative will immediately inform the appellant and complainant for the outcome of investigation and counter measure done and

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submit the reports.

All the appeals are recorded in appeals record.

The Managing Director will ensure that the submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellants. And a formal notice will be send to appellant for appeal or complaint within 30 days of progress made and outcome.

Similarly if any complaint received by ESS against any officer including MR then it will be investigated by Managing Director. receipt will be sent in 3 days to complainant and final decision should be made within 30 days of complaint submission.

All complaints and appeals, after redressed and disposal, shall be closed through a closing note / closing call or formal notice by Managing Director and certification will be restored as soon as possible.

Ensure that appropriate preventive actions are taken to avoid reoccurrence. And effectiveness of all corrective actions will be monitored in management review meeting. The entire process to be followed meets the requirement of confidentiality as it related to complaints/appeals.

Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant

4.3.3 **Observations**

Observations are witnessed incidents of service / operational deficiency, malfunction and or failure. Observations are often made by individuals independent of the activity witnessed and therefore objective in nature. Observations also play important role in identification of preventive action and system improvement.


4.3.4 **Opportunities for Improvement**

Opportunities for Improvement are incidents where the system has not failed, yet greater operational efficiency may be obtained in analyzing current practice. Opportunities for Improvement are often collected internally, but input from external sources is also beneficial.

4.4 **Handling of Suggestions / Opportunity for improvement**

- In case of suggestion / opportunity for improvement, the source is predominantly internal and the concerned staff member fills the incident report and submits to Management Representative. The other source may be internal / external Examination.
- Management Representative studies the suggestion to determine any conflict with ISO/IEC 17024, **Emirate Safety Services LLC** Policy. In case the suggestion is in conflict, the same is communicated to the initiator. However, the suggestion is also discussed in Management review. In case the suggestion is found not in conflict, the suggestion is studied for benefits and the impact on other processes.
- The suggestion is accepted if found beneficial and does not adversely impact any other process. Management Representative determines the changes in existing documentation and implements through Document Change process.
- If any candidate / certified person or interested party asks for the appeal / complaint handling process, then it is forwarded to Management Representative. He will inform a candidate / certified person / any other interested party the appeals and complaint handling process of **Emirate Safety Services LLC** if any complaints / appeals are received by candidate / certified persons / interested party

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- 5.0 **References**
9.8, 9.9 Clauses ISO 17024 Standard
- 6.0 **Enclosures** Nil
- 7.0 **Formats / Exhibits**
- 7.1 QP-CB-07-F01 Corrective Action Request – Complaints & Appeal
- 7.2 QP-CB-07-F02 – Complaints & Appeal - Log

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