

<b>RICL</b>	<b>ROYAL IMPACT CERTIFICATION LTD.</b>	<b>RICL/PR/05.04</b>
	<b>Procedure for Complaints &amp; Appeal</b>	<b>10.10.16</b>

Objective: To establish procedure for complaint handling and Appeal

Scope: This procedure is applied when complaints and Appeals are received from clients. Complaints can also be received from customers of clients, or other interested parties. Such complaints will also be processed in accordance with this procedure.

Responsibility : Managing Director/ Arbiter

Procedure: **1. Complaints**

- 1.1 : Complaints are statement of dissatisfaction, other than appeal by any person or organization to RICL, for its action / activities.
- 1.2 Any complaints received for the customers are recorded in the customer Complaint & Appeal format and logged in complaint register. Acknowledgement is given to the complainant within 2 Working Days.
- 1.3 All complaints are to be investigated and resolved within 30 working days by competent RICL Authority. If the complaint received is related to RICL certification activities, it is analysed by the MR. Based on the analysis, action is taken on the complaint. It is then reported to the M.D.
- 1.4 Action taken is then informed to the complainant. If he/she is satisfied with the action taken, the complaint is deemed to be closed.
- 1.5 If the complainant is not satisfied with the action taken, M.D. refer the complaint to CSI for further action.
- 1.6 Action is taken by CSI and informed to complainant, if he is satisfied, the complaint is closed.
- 1.7 If the client is not satisfied, M.D. appoints an arbiter, to look into the matter. The decision of the arbiter is final and is acceptable to both the parties.
- 1.8 If the complaint is received against the clients of RICL, it is recorded and the client is communicated about the complaint. Necessary information is collected to ensure that the complaint is supported with sufficient evidences. If complaint is found valid for consideration, MR analyses the complaint and necessary action is taken.
- 1.9 The Process is treated as per the requirements for confidentiality. MR in consultation with the client and complaint determines weather and, if so to what extent, the subject of complaint and its resolution is made public.
- 1.10 The complainant has right to approach accreditation board in case it is not satisfied by actions RICL took to resolve the complaint or there is inordinate delay in resolution of complaint.
- 1.11 Over and above the process steps of complaint handling procedure, RICL shall be responsible for all decisions at all levels of the complaints handling process.

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## 2. Appeal:

- 2.1 Appeals are requests from customers to reconsider any decision taken by RICL. Appeals shall be received from client either in writing by post / courier or by email. An immediate acknowledgement shall be sent to the appellant within 3 working days of its receipt. Appeals shall be promptly validated & investigated in order to decide course of action taking into account the results of previous similar appeals. Appellant shall be updated regularly.
- 2.2 Appeals are recorded by the MR in customer complaint & appeal register and discussed with the M.D. for necessary action. Client is informed about RICL action, taking into consideration any of previous such appeals.
- 2.3 If the client is not satisfied, M.D. shall refer appeal to CSI in order to avoid legal action on behalf of client. The recommendation of the CSI is communicated to the appellant. Since CSI is an independent body, the recommendation of the CSI is final and acceptable to both the parties.
- 2.4 RICL shall not take any type of discriminatory action against the appellant.

Records: Complaint & Appeal CAR – F10.00.

### Amendment Notes:

1<sup>st</sup> amendment made on 20/10/2013 as a result of Document Review by JAS-ANZ.

2<sup>nd</sup> amendment made on 13/01/2014 as a result of Office Assessment by JAS-ANZ.

3<sup>rd</sup> amendment made on 27/10/2014 as per observation 02/19 given by JAS-ANZ assessor during 1st Surveillance assessment (Clause 2.4).

4<sup>th</sup> amendment made on 10/10/2016 as per result of NC given by JAS-ANZ assessor during Vth surveillance assessment (Clause 1.11 added).

Approved By



*Prabhakar Pandey*

Prabhakar Pandey,  
MD, RICL.