

ROYAL IMPACT CERTIFICATION LTD.		Procedure Manual	
Procedure Name	Procedure for Appeals & Complaints		
Procedure No.: RICL-I-QP-07	Issue No. 01	Issue Date 01-10-2023	
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Procedure for Appeals & Complaints

1.0 Purpose:

To document, establish, implement and maintain the system for addressing Appeal, & Complaints received by RICL as per requirements of ISO/IEC 17020:2012 and other applicable international standards for inspection bodies offering inspection services.

2.0. Scope:

This procedure is applicable to all appeal & complaints received by RICL related to its third-party inspection services.

2.0 Responsibility:

CEO

3.0 Procedure:

4.1 Appeals

4.1.1 Any client can make an appeal to the CEO of RICL in respect of the following,

- (a) Non acceptance of client's application for third party inspector.
- (b) Any report/ inspection report or test certificate issued by RICL.

4.1.2 RICL records all appeals in format RICL-I-FM-16 and acknowledges the receipt of the appeal. All appeals shall be addressed within 30 working days from the receipt of the appeal and RICL provides the client with progress reports and the outcome.

4.1.3 All appeals are reviewed by the appeal panel constituted by CEO for each appeal. The appeal panel contains at least two members from the RICL's Inspection Engineers panel who have not been part of the inspection and also not involved in inspection decision or involved in the subject of the appeal.

4.1.4 The appeal panel investigates the appeal by looking into the records and / or talking to the appellant and RICL and shall take a decision taking into account the results of any previous such appeals.

4.1.5 Based on the decision of the appeal panel RICL initiates appropriate correction and corrective action and the same recorded in RICL-I-FM-16, register for complaints, appeals & disputes.

4.1.6 RICL is responsible for all decisions at all levels of the appeal handling process. The decision on the appeal is reviewed and approved by CEO and is communicated to the client.

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This completes the appeal process and RICL also informs the appellant at this time about the closure of the appeal.

4.1.7 RICL ensures that the submission, investigation and decision on appeals do not result in any discriminatory action against the appellant.

4.1.8 The right of the client to appeal against any decision by RICL is communicated at the time of sending the quotation through document RICL-I-FM-37

4.1.9 Information about appeal handling process of RICL is made publically available through web site and / or document RICL-I-QP-07

4.2 Complaints

4.2.1 Information about complaint handling process of RICL is made publically available through web site and / or document RICL-I-QP-07. *The complaints handling process includes the following*

An outline of the process for receiving, validating, and investigating the complaint and for deciding actions to be taken in response to it.

The CEO (Inspection) is responsible for gathering and verifying all necessary information to validate the complaint.

4.2.2 The complaint can be made to the CEO by the client or any other interested party in writing giving details of the complaint. The complaint shall either relate to the inspection activities of RICL or to it's client and their activities.

4.2.3 The complaints received are recorded in RICL-I-FM-16 and is acknowledged to the complainant. The CEO reviews the complaint to ascertain the seriousness and the genuineness of the complaint. RICL provides the complainant with progress reports and the outcome.

4.2.4. The complaint redressal process:

4.2.4.1. Complaints about RICL from the client or third party

- (a) Depending on the nature of the complaint, *CEO* decides to conduct the investigation himself or appoint a complaint panel for each complaint. The complaint panel contains at least two members from the RICL's inspection panel who have not been part of the inspection and also not involved in any decision or involved in the subject of the complaint. Further, the complainant shall be given an opportunity to present the case to the panel in person if he so desires.

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(b) The complaint panel investigates the complaint by looking into the records and / or talking to the complainant and RICL and shall take a decision taking into account the results of any previous such complaints.

(c) The details of investigation and the correction and the corrective actions identified are recorded in the complaint register. Upon verification on the effectiveness of corrective action taken, RICL informs the complainant about the correction and corrective action taken and if the complainant is satisfied with the actions taken the complaint is treated as closed. *The final Decision on the resolution of complaint is taken by the CEO.*

(d) Some times the corrective action, may be conducting a special inspection. The report is prepared as per RICL-I-FM-18

4.2.4.2. Complaints about RICL client from its customers or any other third party:

(a) RICL shall inform the client about the complaint received and ask the client to investigate the complaint and report the findings to RICL within two weeks from the date of communicating the complaint by the client.

(b) If RICL does not receive any response from the client or the action taken by the client is not found effective, RICL shall inform the client accordingly and ask for a special visit at the client site by RICL. On confirmation from the client RICL shall conduct a special visit as per RICL procedure, QP-07 and investigate the complaint.

(c) If the complaint is of serious nature RICL shall initiate the special visit directly with the client

(d) As its policy, RICL doesn't disclose the identity of the complainant to the client.

(e) If any action is needed to be taken by the client RICL shall verify the effectiveness of such action by suitable means appropriate to the gravity of the problem.

(f) If the corrective action taken by the client is found effective RICL shall inform the complainant accordingly and the complaint shall then be treated as closed.

4.2.5. RICL may decide to make public the complaint and its resolution if agreed with client and complainant.

4.2.6. All the complaints received and their status with respect to their resolution are presented in the Management Review Meeting.

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5.0 Records

- (a) RICL-I-FM-16 – Register for Appeal & complaints
- (b) RICL-I-FM-17– Feedback form
- (c) RICL-I-FM-18 -- Special Inspection Report

6.0 References

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