

	<b>ANIS Inspection India LLP</b>	<b>ANIS-SP-7.5-13</b>
		<b>ISSUE No.: 01</b>
		<b>REV No.: 01</b>
		<b>DATE: 03-07-2023</b>

## **PROCEDURE FOR COMPLAINTS and APPEALS**

### **1.0 Purpose**

To lay down a procedure to receive, evaluate and make decisions on complaints and appeals.

### **2.0 Scope**

All appeals and complaints brought before ANIS by customers or other parties

### **3.0 Responsibility and Authority**

Technical Manager (TM) is over all responsible

### **4.0 Policy & Procedure**

4.1 ANIS endeavor to action on any claim of dissatisfaction that is brought to its attention by any interested party. Expressions of dissatisfaction have been categorized as follows:

- Complaint: expression of dissatisfaction, other than appeal, by any person or organization to ANIS relating to its activities/ actions in writing.
- Appeal: Request by the customer or other parties for reconsideration of any decision made by ANIS related to its Inspection process.

### **4.2 Dealing with Appeal and Complaint**

MD ensures that all interested parties are made aware through appropriate means such as contracts, meetings, etc, of the existence of the appeals and complaint procedure. Appeals and Complaint handling process is publicly accessible on ANIS website.

MD ensures that the persons engaged in the appeals and complaints handling process are different from those who carried out the audits/ inspections and made the certification/ inspection decisions.

MD ensures that the submission, investigation and decision on appeals don't result in any discriminatory actions against the appellant.

#### **4.2.1 Complaint**

TM records all complaints in relevant form and acknowledges the receipt of the complaint. If the complaint relates to ANIS certification/ inspection

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activities, he/ she deal with it. If the complaint relates to a certified client, then examination of the complaint considers the effectiveness of the certified management system/ inspection services onsite through a short notice audit.

Any complaint about a certified client is also referred to the certified client in question at an appropriate time by the TM.

TM reviews the complaint and gathers necessary information to ensure that complaint is supported by sufficient objective evidence and is satisfied that all attempts have been made to resolve the issue at the appropriate levels. If complaint is found valid for consideration, TM analyses and makes follow-ups with complainant and any other stakeholder.

TM requests the complainant to respond within 7 days on the complaints with details of the action taken/ proposed considering the immediate and long-term aspects. All related correspondence is kept in complaint file.

If the TM cannot resolve the issue, it is referred to MD. Matters that cannot be resolved by MD are transferred to the Advisory Board.

Wherever possible, TM provides the complainant with progress reports and the outcome.

The decision is communicated to the complainant made by or reviewed and approved by individual(s) not previously involved in the subject of the complaint with the formal notice of the end of the complaints-handling process.

The process is treated as per the requirements for confidentiality. TM determines, together with the client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution is made public.

If a complainant is dissatisfied with the outcome of the ANIS's complaint handling process or the complaint is not resolved in six months from the date of complaint, ANIS will treat them as aged complaints. Aged complaints are to be referred to appropriate accreditation body as follows:

- original complaint
- records of the review of the complaint
- response to the complainant
- any other records that inform the background to the complaint.

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#### **4.2.2 Appeal**

Any appeal received are recorded in by Technical Manager acknowledged in writing. The appeal is validated and investigated by the TM and decided taking into account the results of previous similar appeals. ANIS is responsible for gathering and verifying all necessary information to validate the appeal.

If the appellant is not satisfied with the response from the Technical Manager, it may be informed to the MD who constitutes an Appeals committee then. The appellant has the right to disagree to the composition of the Appeals Committee and may challenge its composition. The Appeals Committee meets and makes its recommendations within 30 days to MD. MD decides and conveys its decision to the appellant.

The appellant may decide to take the appeal to binding arbitration and agrees that this is the final action that can be taken.

Through the whole steps for handling appeal and complaints, the appellant can formally present its case. The appellant is provided with the progress reports and the outcome including the reasons thereof. The decision is communicated to the appellant made by or reviewed and approved by individual(s) not previously involved in the subject of the appeal with the formal notice of the end of the appeal-handling process.

#### **5.0 Correction and Corrective Action**

MD ensures that appropriate correction and corrective action(s) is/ are taken as quickly as practicable.

#### **6.0 REFERENCES**

- a) ANIS-SP-7.5-13-F01 Format for complaint
- b) ANIS-SP-7.5-13-F02 Format for Evaluation of customer satisfaction based on feedback.

#### **7.0 RECORDS**

- a) Customer complaint register
- b) Customer satisfaction assessment