1. PURPOSE AND SCOPE:

This procedure aims to describe the steps adopted by EGC for:

- Complaints Handling.
- Handling of appeal against the decision on Certification.

2. RESPONSIBILITIES:

- Branch office and Head office will be responsible for addressing the Complaints and Appeals process.
- QAM/Designee is responsible for receiving verbal or written customer complaints and appeals.
- The Sales Team is responsible for sending and receiving the customer feedback.
- QAM is responsible for gathering and verifying all necessary information to validate the complaints and appeals.
- CEO/Head of Conformity & Operations is responsible for approval of the complaint process.

3. DEFINITIONS:

Complaint: A complaint is defined as any communication (Verbal or Written) from a customer expressing or implying dissatisfaction with any aspect of services provided by EGC.

Certification Decision: A decision taken by designated staff to grant or deny initial certification, confirm certification after surveillance audit, renew certification, extend a certificate, suspend a certificate, lift the suspension or to decertify. A Certification Decision becomes effective with immediate effect.

Evaluation Decision: A decision taken by designated staff to confirm non-conformities identified during an audit, confirm corrective measure proposals or objective evidence, verify objective evidence during a follow-up audit without suspension, not to suspend for a major non-conformity. An Evaluation Decision becomes effective with immediate effect.

Appeal: A request to review and reverse a Certification Decision. Appeals against Certification Decisions are decided on by the Top Management.

Requests for Review: Formal request raised to review again once the Evaluation decision has been taken.

QAM: Quality Assurance Manager

MR: Management Representative

QM: Quality Manual

QMS: Quality Management System

QOP: Standard Operating Procedure

QML: Quality Master List

QF: Quality Form

C.A.: Corrective Actions

P.A.: Preventive Actions

4. PROCEDURE:

4.1 RECEIPT OF COMPLAINTS AND APPEALS

- When a customer is dissatisfied with the services of EGC, he/she shall communicate his/her dissatisfaction to EGC by verbal or written means, i.e., phone, fax, email or letter.
- EGC shall record all customer complaints and appeals**.** Any EGC staff who receives a notice of dissatisfaction from a customer as complaints or appeals will inform QAM.
- Upon receipt of a complaint or appeal, QAM shall evaluate and confirm whether the complaint or appeal relates to CAB activities that it is responsible, if not the complaint or appeal shall be rejected with a reason.
- QAM shall log the complaint and Appeals in the Complaint/Appeal log in EGC-QOR-23 and assign a complaint number for reference (Format: number/Year) and acknowledging the receipt of complaint or appeal shall be communicated to complainant or appellant wherever necessary.

4.2 INITIATION OF COMPLAINTS AND APPEALS

- After registering the complaint/appeal, QAM shall initiate the Compliant/Appeal Investigation Form EGC-QOR-24 If the complaint/appeal is in a written format, e.g. a letter or an email, it shall be attached with complaint/appeal investigation form.
- For complaints and appeals that are deemed by the customer to be critical, such as those which may involve product integrity or a potential product recall, Top Management will discuss the suitable corrective actions and shall inform the customer about the proposed actions.
- For critical complaints, corrective action shall be proposed and intimated within 3 working days.
- For non-critical complaints, corrective action shall be proposed and intimated to the customer within 10 working days.

4.3 COMPLAINT INVESTIGATION

- For complaints that require investigation, QAM shall forward the complaint investigation form to Head of Conformity & Operations/Conformity Manager.

- Based on the nature of the complaint and its origin, QAM will determine the most appropriate department to perform the investigation.
- The Head of Conformity & Operations/Conformity Manager shall review and evaluate the complaint to verify that the dissatisfaction is clearly stated and valid.
- Head of Conformity & Operations/Conformity Manager shall approve the designated personnel from a department to investigate and review the complaint who is not involved in the complaint and shall be independent based on nature of the complaint. This can be performed by third personnel also, if necessary.
- QAM shall designate personnel from a department to investigate and review the complaint raised on Head of Conformity & Operations/Conformity Manager.
- An investigation will be performed by the designee to identify the root cause(s).
- Based on the root cause, appropriate corrective action shall be proposed and verified by Head of Conformity & Operations/Conformity Manager.
- The Head of Conformity & Operations/Conformity Manager shall determine and assure implementation of the most appropriate corrective action to resolve the dissatisfaction and to prevent its reoccurrence.
- Any records that support the investigation observations or conclusions are attached.
- The outcome of the corrective action is verified by the Head of Conformity & Operations/Conformity Manager and is verified and approved by the designated investigator.
- Head of Conformity & Operations/Conformity Manager will forward the complaint investigation form to QAM.
- QAM will review the investigation and can verify the effectiveness of the corrective action by performing an audit or direct observation/witness.
- QAM shall close the EGC-QOR-23 when the complaint investigation, corrective action and effectiveness verification are complete.
- QAM shall communicate the progress and outcomes to the complainant/appellant and the response from them is recorded.
- If the customer is unsatisfactory with the outcome of the complaint or appeal and the reason for dissatisfaction is recorded and the possible action shall be initiated by the QAM based on the reason and if necessary, the corrective action shall be initiated again to close the complaint or appeal.

NOTES:

a. For complaint (s) related to certified organization(s) (Product & facility), a direct approach to the organization(s) in question is recommended.
b. A confidentiality agreement with the organization(s) may not allow EGC to reveal documents or sensitive information to the complainant, however clear information and response should be provided to complainant.

c. EGC does not disclose any personal information without the consent of the person(s) in question but may refer the matter to the organization concerned at an appropriate time to proceed with the complaints-handling process further. Any specific person of the organization concerned may be identified during the process.

d. EGC shall determine, by mutual consent between the concerned person (complainant/appellant and EGC, whether, to what extent, the subject of the complaint/appeal and its decision(s) shall be made public. Where the complaint is for an organization (product & facility) certified by EGC, such decision shall be made also in consultation with the organization.

5. RELATED FORMS:

Listed Agreements, QOP's, Records related to this QOP as follows:

Quality Manual	EGC-QM-01
Quality Master List	EGC-QOR-01
Complaint/Appeal Investigation form	EGC-QOR-24
Customer Feedback form	EGC-QOR-25

Note: Forms will be given by the Head office, Records of those forms with information will be maintained with the Branch Code.

6. REFERENCES:

- ISO/IEC 17065, Conformity Assessment - Requirements for bodies certifying Products, Processes and services.
- ISO/IEC 17021-1, Conformity Assessment — Requirements for bodies Providing audit and Certification of management systems.
- UAE. GSO 2055-2 Halal products- Part two: General Requirements for Halal Certification Bodies.
- GAC Document: FAD- 4.0: Supplementary accreditation requirements for Product Certification Bodies.
- GAC document: FAD-12: Supplementary accreditation requirements for Halal Certification Bodies, in addition to applicable scheme and Standards
- IAF Mandatory Document: Determination of Audit Time of Quality and Environmental Management System.
- ISO/IEC 17000, Conformity Assessment — Vocabulary and general principles.
- ISO/IEC 17020, Conformity Assessment— Requirements for the operation of various types of bodies performing inspection.
- ISO/IEC 17025, General requirements for the competence of testing and calibration laboratories.

- ISO/IEC 17067, in combination with ISO Guide 28 and ISO Guide 53
- ISO/IEC 17030, Conformity Assessment — General requirements for third-party marks of conformity.
- ISO Guide 23:1982 Methods of indicating conformity with Standards for third-Party certification Systems.
- ISO Guide 27:1983 Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity.
- General Requirements for Notified Bodies issued by Emirates Authority for Standardization and Metrology (ESMA).
- EGC Head Office Quality Manual EGC-QM-01
- All controlled QMS records-Please refer to EGC-QOR-01 Quality Master List.

Revision History

Date	Revision #	Description of Changes
10/03/2024	00	Initial documents