



RQ-P-7.13

## CONFORMITY ASSESSMENT PROGRAM

### (KSA)SCHEME

## COMPLAINTS AND APPEALS PROCEDURE

### Complaints and Appeals Procedure OF

# RAQABAH

For Inspection, Testing, and Certification

(RITC)

**Code: RQ-P-7.13**

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Signature		
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**Amendment list**

1. Quality Manager is responsible for any amendments in this document.
2. Any change or modification in this document must be amended, issued, endorsed, and clearly identified as the first issue, by the in-charge of documents control.
3. Any person in the quality system may request a modification in the quality manual, which is raised to the quality manager review and endorsement, if feasible.
4. The quality manager produces a list of endorsed changes and amendments to this document

<u>Page No.</u>	<u>Description of the Change</u>	<u>Issue No/Date</u>	<u>Amend. By/Date</u>	<u>Approved By/Date</u>

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##### 1.0 Scope

This procedure describes the processes for handling of complaints, claims and disputes.

**Complaint:** an expression of dissatisfaction, other than appeal, manifested by a person or an organization to a conformity assessment body, and on the activities of that body, which is awaiting a response.

**Appeal:** request addressed by the supplier of the object of conformity assessment on the conformity assessment body for reconsideration by the Agency, a decision that he has taken with respect to that object.

##### 2.0 Reference

Refer to ISO 17065: Clause 7.13

##### 3.0 Responsibility

- Managing Director
- Quality manager

##### 4.0 Procedure

- A complaint is a customer complaint if it raises concerns about the certification services, action or decision of RAQABAH or its staff by a person who is apparently directly affected by the service or action.
- Complaints raised by employees or volunteers about any aspect of their employment or engagement with the CB are not customer complaints.
- The complaints management process of RAQABAH is based on the following principles:
  - a) objective, impartial and non-discriminatory investigation of complaint/appeal
  - b) timeliness in the management of the process
  - c) verification of actions taken
- RAQABAH maintains a system for receiving complaints, appeals, claims and disputes. The client needs to provide the following information:
  - a) Client Details
  - b) Application reference, if applicable
  - c) Nature of complaint
- After a customer complaint has been received, consideration should be given to the following:

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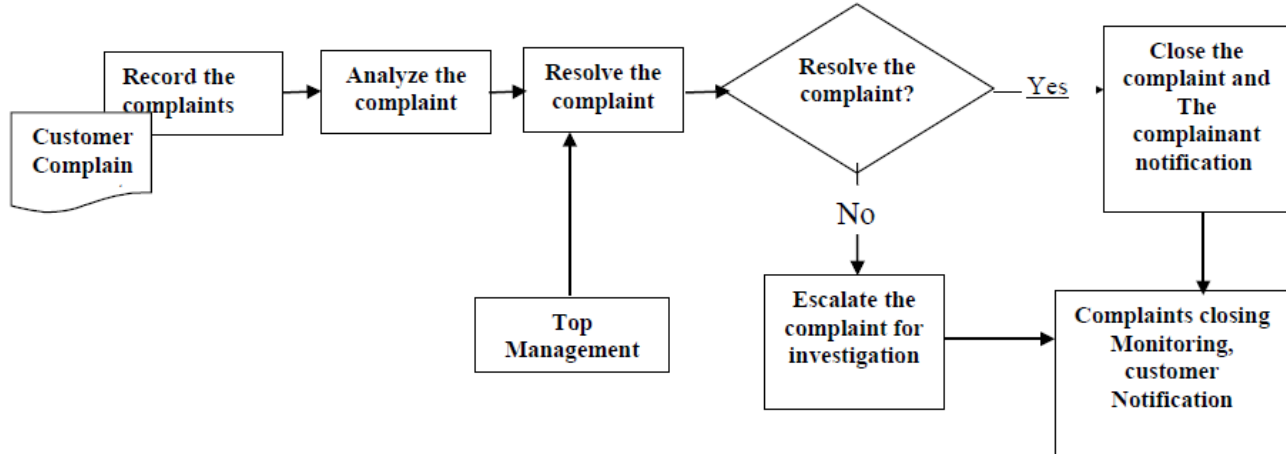
- who is the subject of the complaint;
- what issue/s have been raised;
- what outcome is the complainant seeking;
- how should the complaint be classified;
- who should deal with the complaint; and
- how should the complaint be dealt with.
- The decision resolving the complaint or appeal shall be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint or appeal.

#### 4.1 Receiving Complaints

Staff who receives a complaint documents it on the **Complaints and Appeals Form (RQ-F.7.13)**.

#### 4.2 Handling Complaints

##### Steps for handling the complaint



#### 4.3 Processing Complaints

- If the person receiving the complaint can determine the cause and the corrective action; they should take the corrective measures, complete the complaint form and forward it to the Quality Manager.
- If the cause and corrective action cannot be determined by the person receiving the complaint, submission of the complaint is made to the Quality Manager.
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- Any complaint that cannot be resolved is referred to a higher level of management (Managing Director).
- A corrective action report Form is generated and the corrective action process initiated. This process involves the determination and investigation of adverse impact on operations and quality.

#### 4.4 Investigate/evaluation of the complaint.

- Evaluation of the complaint shall be performed by quality manager, provided that he/she shall not be the complainant or the activity responsible for him.
- The complaint evaluator has to gather the information required to verify all action to validate the complaint.

#### 4.5 Closing and monitoring

- When the corrective action has been completed, the complaint is closed.
- The complaints form and corrective action form is forwarded to the Managing Director to review.
- Both forms are submitted to the Quality Manager who reviews the complaints for completeness and then forward it the Managing Director who reviews the complaints then the Quality Manager keep the complaint in the complaint's file and Record Complaints in **Complaints and Appeals Log Sheet RQ-F-7.13.1**.
- Complaints are reviewed in the internal audit and management review to ensure any changes from a complaint were proper, effective, timely and successful calibration/testing
- The responsible person should communicate the resolution and the progress to the customer by their preferred method of contact and document the resolution in the system (via email, official letter). The feedback to the complaint should address all aspects of the complaint and provide a detailed explanation of the proposed resolution.

#### 5.0 Related forms

N	Form name	code
1	Complaints and Appeals Form	RQ-F-7.13
2	Complaints and Appeals Log Sheet	RQ-F-7.13.1

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