



Appeal & Complaint Procedure

Revision history			
No	Revised date	Contents	Remarks
00	15.04.2019	➤ Created	
01	13.03.2021	➤ Updated of “Appointment of appeal team and aim”.	



Appeal & Complaint Procedure

1. Purpose

This procedure describes the guideline to deal with the raising of dissatisfaction (Complaint), dispute and appeal directly related to quality system of certification customer & B4Q decision.

2. Related documents

2.1 Manual

3. Related procedure

No	Procedure	Main activities	Related document & record
1	Receive complaint	<ul style="list-style-type: none"> ❖ All complaint shall be received officially to B4Q by writing/email etc. within 30 days after the occurrence of event. ❖ The content of received complaint shall be written in customer complaint dealing report and conveyed to the head of administration management team. ❖ Received complaints shall notify by telephone or official letters. 	Customer complaint /appeal dealing register
2	Related to certification activity	<ul style="list-style-type: none"> ❖ Check if the content of complaint is directly related to certification activity. ❖ If it is (Yes) move on to 4th step ❖ If it isn't (No) move on to 3rd step 	
3	Handling of Complaint	<ul style="list-style-type: none"> ❖ Complaint which isn't directly related to certification activity shall be dealt by the person in charge of complaint (MR) / CEO and reported verbally. And then it shall be closed after checking that it is dealt on customer complaint / appeal dealing list. ❖ At this time additional follow-up measures aren't taken and Correction & Corrective actions are taken only when judged necessary. 	Customer complaint /appeal dealing register
4	Complaint investigation	<ul style="list-style-type: none"> ❖ It shall be dealt with by collecting independent investigation team and if it is related to certification customer, for the investigation of complaint, the effectiveness of certified management system shall be considered. ❖ The result of investigation shall be written on 	Customer complaint /appeal dealing register



Appeal & Complaint Procedure

No	Procedure	Main activities	Related document & record
		customer complaint /appeal dealing report.	
5	Handling of Complaint	<ul style="list-style-type: none"> ❖ Take actions to settle complaint and record the result of measures in customer complaint /appeal dealing report. ❖ Notify customer who raised complaint of the result of measures. 	Customer complaint /appeal dealing register
6	Satisfied with actions?	<ul style="list-style-type: none"> ❖ Is customer who raised complaint satisfied with the result of measures? ❖ If he/she is (Yes) move on to 7th step ❖ If he/she isn't (No) move on to 8th step 	
7	Correction & Corrective Action	<ul style="list-style-type: none"> ❖ Complaint which isn't directly related to certification activity shall be dealt by the person in charge of complaint and customer complaint /appeal dealing report shall be closed and signed (approved) and conveyed to the person in charge. And then it is notified to customer officially. ❖ If recognized as Correction & Corrective actions are required, take Correction & Corrective actions. 	
8	Receive appeal	<ul style="list-style-type: none"> ❖ All raising of appeal shall be received to B4Q within 30 days after closing complaint dealing. ❖ All raising of appeal shall be conveyed to the director of administration/management office and he/she shall convey customer complaint /appeal dealing report and all application document to raise appeal to CEO/MD. 	Customer complaint /appeal register
9	Appeal Dealing	<ul style="list-style-type: none"> ❖ CEO shall appoint appeal dealing team. ❖ Examine complaint and dealing of complaint independently and write the response on paper based on the survey result and report it to CEO. ❖ The relevant team shall take measures depending on the content of response and 	



Appeal & Complaint Procedure

No	Procedure	Main activities	Related document & record
		submit the determination of appeal dealing team to complaint raiser by writing.	
9.1	Appointment of appeal team and aim.	<ul style="list-style-type: none"> ❖ Team to be identified based on case to case ❖ Aim is to ensure independence of team ❖ Constitution of team: Team to include representation as below: (minimum of 2 members) <ul style="list-style-type: none"> - 1 member would be CEO/MD, -1 Member for Impartiality committee or Internal Auditor (if independent) or any competent person. 	
10	Satisfied with determination?	<ul style="list-style-type: none"> ❖ Is appeal raising customer satisfied with the determination of appeal dealing team? ❖ If (Yes) he/she is move on after returning to 7th step ❖ If she/he isn't (No) move on to 11th step 	
11	Arbitration process	<ul style="list-style-type: none"> ❖ The person who isn't satisfied with the determination of B4Q appeal dealing can raise appeal additionally and this appeal shall be submitted officially within 30 days after receiving the determination of appeal dealing. ❖ This appeal raising shall be submitted to arbitration process of Only Delhi (India) Judicial Area. 	

4. Generals

- 4.1 If complaint etc. is received, it shall be registered in customer complaint /appeal control list on the received date, and then be conveyed to the head of administration/management office and determination relating to certification shall be made.
- 4.2 The determination of complaint etc. shall be made or examined and approved by the person having no connection with the complaint etc. and it shall not cause any discriminate measures to complaint-raising organization/person.
- 4.3 If received complaint etc. is judged to be directly related with certification activity,



Appeal & Complaint Procedure

investigation team shall be collected within 30 days and necessary measures including writing of customer complaint /appeal dealing report etc. shall be taken.

- 4.3.1 In principle, if customer complaint /appeal dealing report is completed, the measures shall be taken within 5 business days.
- 4.3.2 In the case of complaint with certification customer, inquiry to certification customer shall be made at an adequate period.
- 4.4 If judged as received complaint etc. has no connection with certification activity, it shall be notified to the department concerned on that day and dealt with within 7 working days. When notification of correcting complaint is made, all measures taken shall recorded and closed on the customer complaint /appeal dealing list.
- 4.5 If it exceeds the period to be corrected, the measures against it shall be taken after receiving the approval of the head of administration/management office and notifying customer of it.
- 4.6 When notifying customer of the measures taken against customer complaint etc., the notice that if there is any appeal, receipt shall be completed within 30 days shall be made, too.
 - 4.6.1 If appeal raising is received exceeds 30 days after the closing, it will be registered in customer complaint /appeal dealing list but whether to take measures shall be determined at the director of the department.
 - 4.6.2 Validity of appeals and complains shall be confirmed and all collected information shall be approved. Also, similar previous results of appeal shall be concerned.
- 4.7 Object of complaint, whether to disclose the settlement and its range shall be determined together with customer /complaint raiser. The determination on the confidentiality of complaint requires the appeal raising against the complain of a certain person concerned and this determination shall be justified.
- 4.8 Trail and record about action taken for settlement of appeal and complaints should be maintained.
- 4.9 Proper Correction & Corrective action should be guaranteed to be taken.
- 4.10 If complaint is not satisfied with the result, or passed three months from agreed time, it can be sent over MD.
- 4.11 Appeler shall be notified closing process of appeals and complaints.
- 4.12 If appeler not satisfy with result than MD take charge for resolve the dis-Satisfaction / appeal will update appeal with 15 working days.
- 4.13 If appeler still not satisfy, will discuss with AB or stat the arbitration process DELHI jurisdiction is only area for arbitration.