



COMPLAINTS AND APPEALS

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Website > NES Certification Policy > Customer Appeals and Complaints Management Procedure "Confidentiality"



NES Website www.neservices.co

1 Scope

This procedure defines how to manage complaints and appeals, received from customers and other external bodies, to ensure they are handled in a professional and timely manner.

A review of appeal and complaint process is done during annual Management Review.

"Complaints and Appeals Management" Policy is public and available for external people on NES websites.

The appendices define additional instructions for the following products:

Appendix 1 - Climate Change disputes

2 Common process for both complaints and appeals

2.1.1 Acknowledgement and Record

Upon receipt, complaints and appeals are

- acknowledged to sender within five working days, unless otherwise specified in Appendices,
- recorded by Technical Manager.

Details are transmitted to NES entity for processing, and, where required Tech Manager shall liaise with Cert Manager or relevant accredited NES entity, in order to solve.

For complaint and appeal received from a complainant or appellant, which is not a NES client, due consideration shall be given whether it is appropriate to answer, taking into account potential liability. In such cases, content of the answer is coordinated with client.

This process is subject to requirements for confidentiality.

2.2 Responsibility

Personnel who investigate complaints and appeals shall be different from those who carried out the audits and made certification decision, without discrimination against the appellant or complainant.

- If Tech Manager was involved, then a person, internal and independent, shall be appointed
- If Tech Manager was not involved; he or she can carry out the investigation.

Unless otherwise specified in appendices, Tech Manager is the default channel for complaints and appeals. Certification Manager is notified depending upon severity.

2.3 Resolution process

The resolution process includes the following steps.

- Investigation, including business impacts and analysis of the situation,
- Structured response (root cause analysis, correction, corrective action),
- Implementation of correction and corrective action,
- Information to the client of findings and actions taken,
- Monitoring of results: check if the solution is implemented and effective,
- Record and traceability of documents,
- Follow up on sustainability of results and of resolution.

The timeframe for resolution is four weeks, unless otherwise specified in appendices. However this may be affected by responsiveness of the client or other third parties.

The closure timeframe is 90 days, after which escalation process is started.

3 Appeal process

Appeals are dealt at the level where decision making was done.

Appeals related to QHSE schemes are communicated to Technical Manager, and included in the preparation of NES Impartiality meeting.

4 Complaint process

Complaint can be written (Formal Letter, Email, Website) or verbal (Phone Call, Feedback during sales visit or audit).

Complaints are handled at contracting entity level. An audit may be initiated to proceed with investigation, and the client shall be notified with reasons for the audit.

4.1 Timeframe

An initial response shall be made to the complainant within five working days.

4.2 Responsibilities

Certification Manager shall

- Consider customer feedback
- Take vital role for the corrective action

Technical Manager shall

- Consider customer feedback and initiate corrective action for the complaint
- Record and maintain the customer complaint in the NES tool
- Take vital role for the corrective action
- Communicate the action taken to complainant
- Ensure the effectiveness and timely manner of customer complaint process

All sector specific databases shall be updated with necessary records in stipulated timeframe.

NES, the Complainant and the Client shall decide if information needs to be made public.

Appendix 1 - Climate Change disputes

1 Disputes

A dispute is a disagreement between a Certification body and a client, regarding the Certification Body recommendation, and / or decisions made.

A dispute is only valid if preceded by a complaint.

A procedure "Disputes handling" is made available to clients upon request, or if a dispute occurs. The procedure shall include the following:

- Acknowledgment receipt is sent to the disputant
- Upon receipt Tech Manager gathers and verifies necessary information in order to evaluate validity of the dispute,
- Tech Manager investigates and decides what actions are to be taken
- Results of investigations are communicated to the disputant in an appropriate time.
- Appropriate correction and corrective action shall be taken.

Persons engaged in the disputes handling process are different from those who carried out the validation, verification or certification activities.

Disputes and subject of disputes shall be kept confidential.

2 Legal records

NES Legal Department maintains a record of judicial processes pending against NES, as well as information of any judicial cases held in the past.