



NES Quality Management System

Code: NES-P-08

Issue/Rev. no. 02/00

Issue date: 01/08/2024

COMPLAINTS, APPEALS & CUSTOMER SATISFACTION

Page 1 of 6

Description	By	Designation	Signature	Date
Prepared	Abdallah Omran	Quality Manager		03/12/2023
Reviewed	Mohamed Mohsen	CEO		01/08/2024
Approved	Amina Osman	President		01/08/2024



Amendment History:

Rev. #	1	2	3	4
Date:				
Page:				



**COMPLAINTS, APPEALS &
CUSTOMER SATISFACTION**

Contents

1. Purpose	3
2. Scope	3
3. Definitions & Abbreviation:	3
4. Responsibilities	3
5. Procedure	3
6. List of Records	6

1. Purpose

The purpose of this procedure is to handle all received complaints from certified clients or open market regarding NSE or its certified clients.

- ✓ The procedure defines the requirements for:
 - Investigating to determine the root cause for the non-conformance.
 - Initiating corrective action to eliminate the root cause
 - Monitoring the effectiveness of implementation of corrective action.
- ✓ Maintaining the results of corrective actions taken.
- ✓ Customer satisfaction measurement, analysis & evaluation

2. Scope

- ✓ It is applicable to all the received complaints against NES or its certified clients through written or any other verbal source.
- ✓ 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.

3. Definitions & Abbreviation:

4. Responsibilities

4.1 Quality Manager: Responsible for the overall management of the Complaint system, including receiving, investigation, client feedback, recording and retrieval of documents.

4.2. Certification/Inspection manager: Responsible for ensuring the complaint system is implemented and maintained effectively.

4.3. Business Development manager: Responsible for collecting, analyzing & identifying the customer satisfaction and opportunity of improvement.

5. Procedure

5.1. Common process for both complaints and appeals

5.1.1 Acknowledgement and Record

The client has the right to apply NES's "Appeal and Complaint Process" within One week of the said notification. Otherwise, NES has the right to discard the client's appeal/complaint, Records of this activity shall be maintained.

Upon receipt, complaints and / or appeals by any means e.g. phone, email, direct communication ..etc are

- ✓ acknowledged to sender within five working days,
- ✓ recorded by Quality Manager.

Details are transmitted to NES Quality Manager for processing, and where required Quality Manager shall liaise with Certification/Inspection Manager, 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.

5.1.2 Responsibility

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

Operations Manager is the default channel for complaints and appeals. Certification/Inspection Manager is notified depending upon severity.

5.1.2 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),
- Investigation entity shall send a written report of the outcome of this investigation and the recommendations to General Manager & Human Resources Manager for their final decision/s.
- 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.

5.2 Appeal process

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

Appeals related to are communicated to Certification/Inspection Manager and included in the preparation of NES Impartiality meeting.

5.3 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.

5.3.1 Timeframe

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

5.3.2 Responsibilities

Certification/Inspection Manager shall

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

Quality Manager shall

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

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

5.4 Climate Change disputes

5.4.1 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:

- Acknowledgement receipt is sent to the disputant
- Upon receipt Quality Manager gathers and verifies necessary information in order to evaluate validity of the dispute,
- Quality 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.

5.5 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.

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.

5.6 Customer satisfaction

NES uses customer survey as a tool (to measure its customer satisfaction regarding to its services provision.

The Customer Satisfaction survey includes:

- representative sample of clients,
- different stages of the certification process.

After the provision of NES service's, the BD manger has the responsibility to send the customer survey from the client via email. Once he received the client feedback, all survey is analyzed to identify the level of satisfaction and the opportunity of improvements as follow:

- 1- Analyses trends of satisfaction or dissatisfaction.
- 2- In case of dissatisfaction, contact client's management representative.
- 3- Take corrective action when dissatisfaction is suspected.

Results of the survey analysis is included in management review meeting and safeguard committee for action (if needed).

6. List of Records

Title	Code
Corrective Action Register	NES-14-F-02
Corrective Action form	NES-14-F-01
Customer Satisfaction from	Online link: https://forms.office.com/Pages/ResponsePage.aspx?id=DdJiuROGnkqJkkShQQqi_X1oTsSrvpIrl5ZIt91y2JURUOyQkNJR0Y1V0E0RUZKRDJHSUbjRFZLQS4u
Customer Satisfaction analysis from	Online link: https://forms.office.com/Pages/ResponsePage.aspx?id=DdJiuROGnkqJkkShQQqi_X1oTsSrvpIrl5ZIt91y2JURUOyQkNJR0Y1V0E0RUZKRDJHSUbjRFZLQS4u