

Irish Engineering Services Certification

Customer Appeals and Complaints

INTRODUCTION

The purpose of this Irish Engineering Services Certification Services policy is to identify the process for the management of Customer Appeals and Complaints. The purpose of this policy is to publicise the process to ensure that all appeals and complaints are handled in a professional and responsible manner.

Definitions:

- a. "Appeal" means "a written appeal against a decision taken by Irish Engineering Services Certification Services"
 - b. "Complaint" means "a written complaint received against an action, or lack of action, taken by Irish Engineering Services Certification Services"
- Complaints and appeals received shall be recorded by Irish Engineering Services Certification Services
 - In case of a complaint or an appeal being received from a person or organisation which is not a Irish Engineering Services Certification Services client, a decision will be made by the Quality Assurance Manager as to whether or not it is appropriate to progress the complaint or appeal.
 - In the case of complaints or appeals involving a risk of possible litigation, loss of accreditation etc. The Quality Assurance Manager shall seek advice from Chief Risk Officer
 - An overall review of complaints and appeals is carried out by the Irish Engineering Services Certification Services Impartiality and Oversight Committee.

COMPLAINTS PROCESS

For each complaint:

- The complaint shall be recorded by Irish Engineering Services Certification Services
- The receipt of the complaint shall be acknowledged to the complainant.
- The details of the complaint and any findings shall be communicated to all relevant internal parties
- In the case of the complaint or appeal being upheld the root cause shall be identified and a solution proposed.
- The complainant shall be informed of any findings and actions taken, even if the complaint is not upheld.
- The Irish Engineering Services shall ensure that all relative documents are stored, either electronically or in hard copy to ensure traceability.

APPEALS PROCESS

Upon receipt of the appeal Irish Engineering Services Certification Services shall inform the Quality Assurance Manager who shall manage the process:

Appeals are registered in the same manner as Complaints and relevant data presented for independent assessment to the Assessment Panel with recommended action.

- The Complaint Handler issues an acknowledgement to the appellant including a statement of the procedure and timescales to be followed, together with the constitution of the Assessment Panel which will hear the appeal.
- If the matter requires urgent response, the Territory Manager (ROI) makes suitable arrangements, such as a telephone discussion.
- If the appellant has reason to object to the constitution of the Panel, the Chief Risk Officer will be advised and an alternative Panel drawn up taking account of the objection. This arrangement will be considered final.
- The Assessment panel shall Investigate the grounds of the appeal, by reviewing the available documentation, interviewing parties involved in the original decision and, if considered necessary, the views of an independent expert will be sought.
- The outcome of the proceedings with a statement of the reason for the decision reached will be communicated to the appellant. Irrespective of the outcome of any appeal, a written statement will be issued including a reason for the decision reached.
- In the event that the Appeal is successful, the certification will be issued or re-instated with effect from the date the appeal was lodged.

REQUESTS FOR INFORMATION

Any requests for information on Irish Engineering Services Certification Services can be obtained via application to the Territory Manager (ROI).