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COMPLAINTS AND APPEALS

APPROVALS

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CONTENTS

CLAUSE	TITLE	PAGE
1.0	INTRODUCTION AND PURPOSE	3
2.0	TERMS AND DEFINITIONS	3
3.0	APPLICATION AND SCOPE	3
4.0	REQUIREMENTS	3
4.1	Initiation	3
4.2	Initial actions	3
4.3	Investigation	3
4.4	Communication	4
5.0	REFERENCES	4

1. Introduction & Purpose

This document defines the process for the handling of complaints or appeals relating to inspection/certification services provided by [Code A Weld Holdings Ltd](#) to ensure fair and objective assessment and resolution.

Complaints and non-conformances are investigated by the Quality Department and reported at the Management Review Meeting or sooner if appropriate.

2. Terms & Definitions

Term	Definition
Complaint	Expression of dissatisfaction, other than appeal, by any person/individual or organization to an inspection/certification body, relating to the activities of that body or a certified person, where a response is expected (ISO/IEC 17020: 2012, Clause 3.10 & ISO/IEC 17024: Clause 3.20)
Appeal	Request by the provider of the item of inspection body for reconsideration by that body of a decision it has made relating to that item (ISO/IEC 17020: 2012, Clause 3.20) or Request by applicant, candidate, or certified person for reconsideration of any decision made by the certification body related to her/his desired certification status. (ISO/IEC 17024: Clause 3.19)

3. Application & Scope

This process is non-discriminatory and covers any complaint or appeal made to [Code A Weld Holdings Ltd](#) relating to the inspection/certification services offered by any party. This complaints and appeals handling procedure shall be available to any interested party on request. A description of the Complaints handling and Appeals handling process are also publicly available without request on the Code A Weld website (See 4.1.1 & 4.1.2 below for wording).

4. Requirements

4.1.1 Complaints

[Code A Weld Holdings Ltd](#) certification body is committed to a fair complaints process for all interested parties, the complainant shall submit the complaint to [Code A Weld Holdings Ltd](#) Certification body in writing.

[Code A Weld Holdings Ltd](#) will verify the Complainant details, Name, date, contact information etc. and record it on GD 22 prior to commencing the complaints process.

[Code A Weld Holdings Ltd](#) shall acknowledge the receipt of the complaint via written and verbal communication and shall keep the complainant informed on the progress throughout investigation.

The candidate shall clearly set forth the reasons for the complaint and provide supporting documentation where possible to support their complaint.

Upon receipt of a complaint, [Code A Weld Holdings Ltd](#) certification body will gather all evidence relating to the case and decide how to respond to the client and, when applicable, what needs to be done to correct the problem for the client. This is recorded on the client GD22 form and NCR Register and the client is informed of this decision.

4.1.2 Appeals

[Code A Weld Holdings Ltd](#) certification body is committed to a fair appeal process for all applicants, candidates and certified persons with any adverse outcome on the certification decision. The candidate shall submit the appeal to [Code A Weld Holdings Ltd](#) Certification body, in writing no later than 1 working week of receiving the outcome on their certification result. The date on the issued paperwork / email containing the result shall be the date from which the 1 working week period commences.

[Code A Weld Holdings Ltd](#) will verify the candidate details, Name, date, employer, scheme, examination reference number, results and certificate if any issued (only if passed examination) prior to commencing the appeals process.

[Code A Weld Holdings Ltd](#) shall acknowledge the receipt of the appeal via written and verbal communication and shall keep the candidate informed on the progress throughout the appeal.

The candidate shall clearly set forth the reasons they believe the decision was improperly decided. Including documentation to support such claim.

Upon receipt of an appeal, [Code A Weld Holdings Ltd](#) certification body will gather all evidence relating to the case and make a decision, previous similar judgment will be taken into account during the appeals decision.

The appeals process will be documented with the use of GD 22 NCR Record Form. Any supporting documentation will accompany GD 22 NCR Record Form.

The GD 22 NCR Record Form will outline the findings and the corrective action required if any.

Any Member of the certification body involved in the initial certification shall not take part in the appeals decision. [Code A Weld Holdings Ltd](#) certification body members are experienced and fully understand the certification scheme, the quality manual used, all procedures and documentation contained within.

We aim to deal with all appeals within 30 day of written receipt depending on the volume of appeals.

[Code A Weld Holdings Ltd](#) will give the candidate formal notice in writing of the outcome from the appeals process.

All appeals decisions will be conducted fairly, equally and in an unbiased manor regardless of the applicant.

Investigation and decision on appeals will not result in any discriminatory actions, except where criminal fraud or negligence is involved.

4.2 Initiation

If a non-conformance is identified or a complaint/appeal is received from a customer, internally or against a supplier, details of the issue is recorded on the appropriate form (GD22) and the matter brought to the attention of the Quality Department who will assess the validity of the complaint or appeal (for example whether it does relate to the services provided by the company). The complaint/appeal is recorded under the Inspection reference number.

The nature of the issue is recorded on the tracking spreadsheet.

4.3 Initial Actions

If a complaint/anomaly is such as to cast doubt on the accuracy or validity of any aspect of the inspection or certification in question, current work is halted, and any relevant reports or certificates are withheld whilst an evaluation is carried out and corrective actions taken before the Head of Surveillance/Certification authorises resumption of work. Any customer whose work may have been affected shall be notified in writing.

Whenever possible, [Code A Weld Holdings Ltd](#) shall acknowledge receipt of the complaint or appeal and provide the complainant or appelland with progress reports and the outcome.

4.4 Investigation

The Quality Manager will assign responsibility for dealing with the complaint ensuring impartiality of the investigation. No personnel, including managerial personnel, who have been involved in the subject of the appeal within the last 2 years shall be employed to investigate.

In the case of an appeal, there shall be an opportunity for appelland to formally present its case, provisions for an independent element to ensure impartiality and the provision to the appelland of a written statement of the appeal findings including the reasons for the decision(s) reached.

Details of immediate actions and investigations are to be recorded together with identified corrective actions to prevent recurrence.

Investigation and decision on appeals shall not result in any discriminatory action.

4.5 Communication

The Quality Department will ensure that the complainant/appealant is kept informed of conclusions as the investigation is made and notified in writing of the outcome. Records of notifications will be held on file and tracked on the spreadsheet.

5 References

[Code A Weld Holdings Ltd](#) Quality Manual

ISO/IEC 17020: 2012

ISO/IEC 17024: 2012