

	Title COMPLAINTS AND APPEALS	Doc No	P 10
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		Compiled by	J.A Stears
		Approved by	PL Posthumus
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1. Purpose

This procedure defines the activities and responsibilities for the handling and resolution of any complaints and disputes that may arise from external sources.

2. Scope

The provisions of this procedure are applicable and binding on all SATAS personnel. The procedure details the handling of complaints and disputes from receipt to resolution of such complaints.

3. References

ISO/IEC 17065

4. Definitions

None

5. Activities

- 5.1 All complaints received are recorded in a complaint log MS 17. Logs are kept in each of the SATAS offices. All complaints shall be reported within 1 month of the event that caused the complaint and be acknowledged within 2 weeks of receipt of the complaint.
- 5.2 The SATAS representative who receives the complaint investigates the complaint and report on the MS 15.
- 5.3 The investigating SATAS representative shall establish whether the complaint relates to any certification activities.
- 5.4 The investigating SATAS representative shall sign the declaration on MS15 and shall not have been employed by the complainant during a period of at least 2 years prior to the date of the complaint.
- 5.5 The SATAS representative will decide on the action to be taken to minimize the consequences of the nonconformity, depending on the nature of the complaint.
- 5.6 Complaints i.r.o a Certificate Holder received from a third party will be recorded on a corrective action report MS 15 to the Certificate Holder. The Certificate Holder will be given the opportunity to follow up on the complaint and to report back to SATAS in writing regarding the corrective action. SATAS will communicate with the complainant in writing to confirm effective corrective action prior to the close out on the complaint log.
- 5.7 If the complaint is levelled at any SATAS representative, such complaint may not be investigated by such a SATAS representative and must be referred to the Managing Director. The Managing Director may either investigate the complaint himself or may appoint an impartial Manager to do so. In the event of a complaint being levelled at the MD one of the Managers will lead the investigation.
- 5.8 If complaints are found to be valid the corrective action is to be recorded on the corrective action report. Where necessary the complainant is to be notified in writing of the resolution of the complaint. Should the corrective action entail adjustments or changes to the quality system the Management Representative is to be informed immediately?
- 5.9 The complaint once resolved is signed off on the log in the complaints file and all supporting documentation also filed in the complaints file.

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- 5.10 The complainant shall be notified in writing within 2 weeks of the outcome of the investigation
- 5.11 If the relevant Manager cannot solve the complaint to the satisfaction of the complainant, the MD of SATAS will notify the complainant of his right to appeal. If the complainant decides to appeal SATAS will provide the complainant with the necessary information as in this procedure.
- 5.12 Appeals shall be referred to the SATAS Managing Director who will table the appeal at the next Board meeting. The Board of Directors will investigate and hold hearings if necessary in order to solve the appeal.
- 5.13 The outcome will be communicated in writing with the complainant within two weeks after completion of the investigation/hearing.
- 5.14 If the complainant does not accept the ruling he/she can request that the complaint be referred to SANAS for mediation.
- 5.15 All complaints shall be signed off by the Management Representative.

6. Review

Complaints received and corrective action carried out are analysed by the Management Team and tabled at the Review meetings MS 19. If tendencies are established preventative measures are decided on and implemented to prevent recurrence. All action plans are minuted in the director meetings.

The effectiveness of the corrective action is verified by the relevant Auditor before the CAR is signed off.

7. Responsibilities

Managing Director
Management Team
Managing Director

8. Records

Complaints log - MS 17
Corrective action report - MS 15
Minutes director meetings - MS 19