



## PROCEDURE FOR MANAGING COMPLAINTS, APPEALS AND DISCREPANCIES IN INTERPRETATION

### 1. AIM AND OBJECTIVE

The objective of this procedure is to define the way to handle, resolve and monitor complaints and appeals, as well as the case of discrepancies in the interpretation.

### 2. SCOPE

This procedure applies to all GREEN CERT certification activities.

### 3. RESPONSIBILITIES

Director.

Quality manager

Scheme Manager Head

of departments

### 4. Complaint Origin

1. Given that client satisfaction is the ultimate goal of GREEN CERT certification QMS, client dissatisfaction is the biggest risk to certification body. Clients may be dissatisfied if they perceive deviation of the standard practice or any other inappropriate practice, so it's our strategic goal is to encourage them to complain or appeal.

2. Appeal is the desire of the customer to redo any activities(s) of the certification process this desire implies dissatisfaction.

### 5. Complaint handling

1. Clients can communicate their dissatisfaction by several ways e.g telephone, website email, social media ...etc. Also, clients may contact any person in GREEN CERT certification

2. Upon receiving the complaint by any way, personnel are to send the complaint to the Quality manager

3. Quality manger shall have the form F-1 M004 initiated by the person who received the complaint/appeal the data of the complaint shall be written in details and serial number shall be written as xxx/yyy where x is serial number and y is year.

4. Quality manger transfers the complaint to the person in charge with investigation

5. Investigation conclusion will be written down in the form F-1 M004

6. Quality manager accordingly shall be sent to the person responsible for resolving the complaint to write down the conclusion about



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7. Quality manager shall document the case in the complaint register F-2 M004

N.B Auditor of the audit complained of shall not reaudit the same location

The following matrix can be guided in the investigation and allocation of responsibilities

Criteria	The severity of complaint / appeal	Complexity for solving	Responsibility for solving	Important complaint	of
<b>Low</b>	-No consequence for the client's management system, -No consequence for the management system of GREEN CERT	Problem will be solved by correction	Quality manager  scheme manager	<b>Low importance; No needed CA</b>	
<b>Middle</b>	-Can have impact to the client. -Can have impact to the management system of GREEN CERT	May be is necessary to form GREEN CERT CERTIFICATION team for solving	Director, , Quality manager, scheme manger	<b>Middle importance; CA are needed to be performed</b>	
<b>High</b>	-There is consequence for the client -There is consequence for the management system of GREEN CERT	<b>For solving is necessary to form GREEN CERT CERTIFICATION team plus or not external persons, organizations</b>	<b>Director, , Quality manager, scheme manger</b>	<b>CA has to be performed and the QMS has to be reviewed which refers to the process which is subject of the complaint.</b>	

**6. Remediation of the complaint/appeal**

1. If the investigation shows that no deviation is found the complaint or appeal is finalized , even in this case Quality manger shall seek opportunities and assess risks on the management system.

2. In case of investigation recognizes actual deviation, the quality manger shall assign the appropriate person responsible for the remediation of the deviation and defines the severity deviation and defines the person responsible for the corrective action.



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3. Corrective action shall be initiated using procedure M 005 of the corrective actions

4. The deadline for the implementation of corrective action vary from the same day to a maximum of 28 days (high hazard), 10 to a maximum of 15 days (medium hazard) and 7 days (small, with no impact), and foresee the necessary resources for their implementation.

**7. Notifying the complainant / appellant**

About the measures taken and outcome, Quality Manager officially notify the complainant / appellant, delivering information via email, mail or fax.

**8. Satisfaction of the complainant / appellant**

Upon receipt of the Decision on complaints / appeals, the complainant / appellant confirms if accepts the submitted decision.

If the complaint/appellant does not accept the decision, the case is submitted to the safe guarding committee (Board of experts), whose decision is final.

The quality manager's responsible for keeping all the records on the handling of complaints.

The entire procedure for resolving complaints and appeals, including the receipt, investigation and decision on complaint/appeals in no case should not result in any discriminatory measure against the complainant.