



**PROCEDURE
FOR HANDLING COMPLAINTS
AND APPEALS**

Page 1 of 5

Document No. PCD-P-7.13

Rev No. 1

Effective date 08/08/22

Table of Contents

1. PURPOSE AND SCOPE	2
2. REFERENCES	2
3. POLICY	2
4. RESPONSIBILITY	2
5. PROCEDURE	2
6. RECORDS	5



PROCEDURE FOR HANDLING COMPLAINTS AND APPEALS

Page 2 of 5

Document No. PCD-P-7.13

Rev No. 1

Effective date 08/08/22

1. Purpose and Scope

The purpose of this procedure is to outline the conflict resolution framework to be followed for handling complaints and appeals arise from the activities of products and services certification.

The scope of this procedure includes processes related to handling of complaints and appeals during and after product certification activities as per the requirements of ISO/IEC 17065:2012.

2. References

- ISO/IEC 17065:2012- Conformity assessment-Requirements for bodies certifying, products, processes and services.

3. Policy

It is the policy of BLESS Product Certification Unit to accept, evaluate, and manage customer's complaints and appeal in a timely manner.

4. Responsibility

It is the responsibility of BLESS Product Certification Unit Manager, Technical Director, Quality Manager , Quality Team & the rest of the staff.

5. Procedure

5.1. Complaint

5.1.1. Definition of Complaint

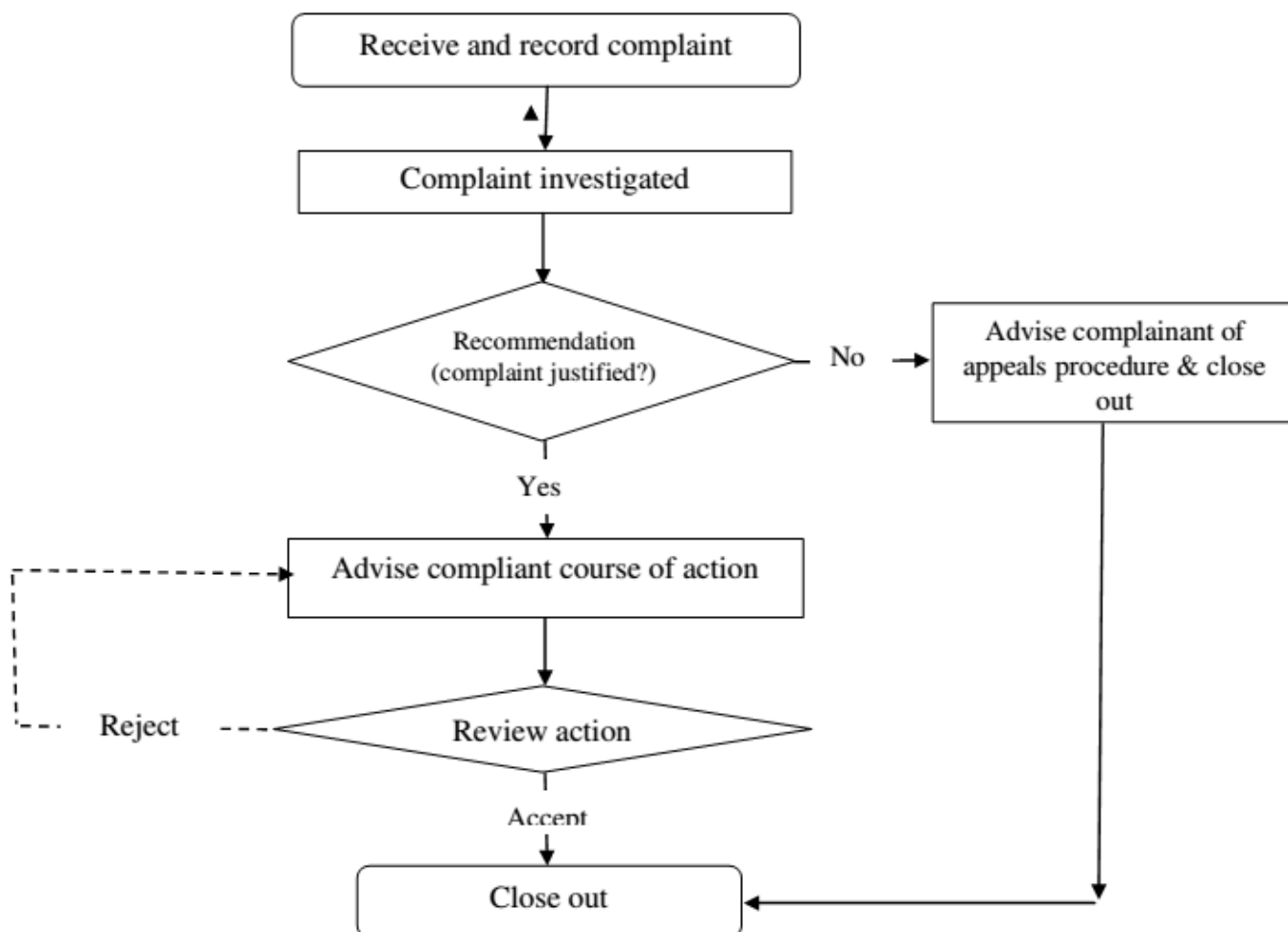
Third- party (person or Organization) claim that BPCU or a Certified Organization (for a Product) or Professional examined by BPCU acted in an improper manner.

All complaints should be made in writing and addressed to the Quality Manager of BPCU. All complaints received by BPCU are investigated and action taken where appropriate.

Note: disputes are not logged as complaints but dealt with by the appropriate Scheme Manager.

Unsatisfactory resolution of a dispute may lead to a complaint.

The process for handling complaints is outlined below:



5.2. Appeal

5.2.1. Definition of Appeal

Third- party (person or Organization) claim that BPCU's decisions to decline suspends or withdraw his Certification was taken with a questionable procedure.

- 1) An Appellant may appeal against any decision of BPCU to refuse or revoke certification by writing to the Quality Manager, clearly setting out the grounds for the appeal.
- 2) The appeal is reviewed by the Quality Manager and if the situation can be resolved to the satisfaction of the Appellant and BPCU within 7 working days of receipt, it does not progress beyond this point and the appeal process will be stopped.
- 3) The Quality Manager informs the Certification Manager and the General Manager of an appeal as soon as it is received. Provisional arrangements are then made for an Appeal committee to meet within 5 working days of receipt of the appeal. If the appeal can be resolved as detailed in 2 above, the Appeal committee will not meet.



**PROCEDURE
FOR HANDLING COMPLAINTS
AND APPEALS**

Page 4 of 5

Document No. PCD-P-7.13

Rev No. 1

Effective date 08/08/22

4) An Appeal committee is constituted as and when an appeal is received and will consist of three members of the General manger or subsidiary Boards who:

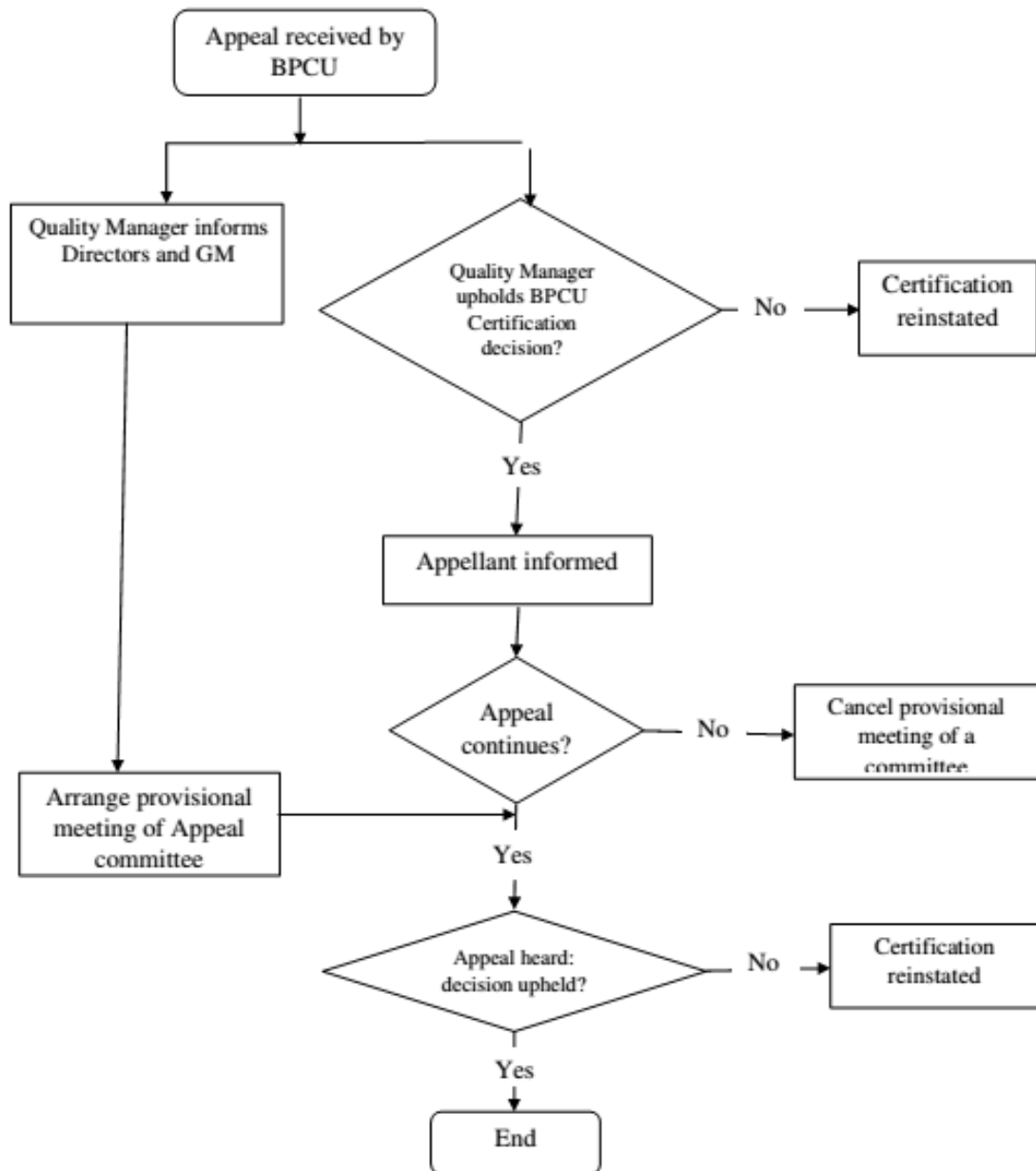
- Have not been directly involved in the decision under appeal and have no direct interest in the decision.

The General Manager of BPCU will agree the composition of the Appeal committee with BPCU. The Quality Manager shall provide secretarial services to the Appeal committee but will have no voting rights.

5) The Appellant is given not less than 5 days notice of the date set for the appeal, advised of the constitution of the Appeal committee and invited to be present. The Appellant has the right to state objections to the constitution of the Appeal committee within 3 working days of receipt of notice. In this case, the objection will be considered by the Chairman of the BPCU Governing Body and the membership of the Appeal committee amended if necessary.

6) An Appeal committee may uphold or quash the decision of BPCU following a review of the circumstances surrounding the appeal. The Appellant will be informed of the Appeal committee decision.

7) All correspondence associated with appeals must be sent by Recorded Delivery.



6. Records

- F7.13: Compliant Form

REVISION HISTORY		
Revision No.	Date approved	Revision History
0	01/08/22	Initial