

Document Code:	ViP003
Document Name:	COMPLAINTS & APPEALS PROCEDURE
Revision No:	10
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PURPOSE

To define the manner in which complaints and appeals are recorded and processed.

RESPONSIBILITIES

Managing Director, Certification Manager and Scheme Manager

PROCEDURE

Complaints

Receipt of a written or verbal complaint received and recorded on Form ViF002 and the register ViF003, any correspondence connected with the complaint must also be attached.

The originator of a verbal complaint must be requested to submit the complaint in writing to the relevant Scheme Manager

The Managing Director, Certification Manager and Scheme Manager shall jointly review the complaint and decide on the appropriate remedial action and the person(s) responsible for that action, which shall be recorded on Form ViF002.

If the complaint concerns a Certificated Supplier the remedial action may involve an Unscheduled Audit within 20 working days of receipt

The Plaintiff shall be informed in writing of the outcome or the ongoing situation. Should the Plaintiff be dissatisfied with the situation or outcome the Plaintiff shall be afforded the right to be heard by a Complaints Panel appointed by the Governing Board

Plaintiff is contacted by Chairman of the Governing Board to discuss complaint and possibilities for Complaints Panel.

The Complaints Panel appointed by the Governing Board, see ViP016 Proceedings of the Governing Board

When action satisfactorily completed Form ViF002 and the register ViF003 shall be completed as appropriate

Appeals

In the event of a customer / supplier wishing to appeal against any decision made by the Certification Body, they shall within twenty working days after having been informed of the decision, have given written notice to the Managing Director of Verification International, of their desire to appeal against the decision.

This shall be recorded on Form ViF004 and the register ViF005 updated. Any correspondence connected with the appeal shall be attached to this form.

The Appellant must have provided factual information giving substantial grounds for appeal within the specified timescales. Provided this criteria is met the appeal should be passed by the Managing Director to an Appeals Panel appointed by the Governing Board, see ViP016 Proceedings of the

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Governing Board. The Appellant may also be contact by the Chairman of the Governing Board to discuss the cause of appeal and if there is a need to form an Appeals Panel.

The decision of the Certification Body shall stand pending the decision of the Appeals Panel.

When the appeal has been satisfactorily dealt with Form ViF004 and the register ViF005 shall be completed as appropriate.

DOCUMENTATION

ViF002 Complaints Form

ViF003 Complaints Register

ViF004 Appeals Form

ViF005 Appeals Register

