
 BUREAU VERITAS	Certification Business Line	Egypt
		PR-09-06
Version #: 1 Revision 0/5	COMPLAINTS AND APPEALS	Issue date: 1 March 2018 Edition date:--/--/----

COMPLAINTS AND APPEALS

SN	Modification Summary	Date

Revision	Comment on the changes	Review	Approval	Date
1	System Issuance	M Ghorab	Noha Hassanein	1 Dec 2015
2	General Review	Mahmoud Diab	Ayman Ibrahim	1 March 208

 BUREAU VERITAS	Certification Business Line	Egypt
		PR-09-06
Version #: 1 Revision 0/5	COMPLAINTS AND APPEALS	Issue date: 1 March 2018 Edition date:--/--/----

1. Scope

This procedure is applicable to the entire certification activities of Bureau VERITAS.

2. Purpose:

This procedure defines how to manage complaints and appeals, received from customers and other external bodies, to ensure they are handled in a professional and timely manner. A review of appeal and complaint process is done during annual Management Review. “Complaints and Appeals Management” Policy is public and available for external people on Bureau VERITAS websites.

3. Responsibilities

Certification Manager shall

- Consider customer feedback
- Take vital role for the corrective action

Local Technical Manager (LTM) shall

- Consider customer feedback and initiate corrective action for the complaint
- Record and maintain the customer complaint in the BVC tool
- Take vital role for the corrective action
- Communicate the action taken to complainant
- Ensure the effectiveness and timely manner of customer complaint process

All sector specific databases shall be updated with necessary records in stipulated timeframe. BVC, the Complainant and the Client shall decide if information needs to be made public.

4. Procedures

4.1 Common process for both complaints and appeals

4.1.1 Acknowledgement and Record

Upon receipt, complaints and appeals are

- ✓ acknowledged to sender within five working days,
- ✓ Recorded in the system software.


Details are transmitted to the relevant BVC entity for processing, and, where required LTM shall liaise concerned person, in order to solve. For complaint and appeal received from a complainant or appellant, which is not a BVC client, due consideration shall be given whether it is appropriate to answer, taking into account potential liability. In such cases, content of the answer is coordinated with client.

This process is subject to requirements for confidentiality.

4.1.2 Responsibility for investigation

Personnel who investigate complaints and appeals shall be different from those who carried out the audits and made certification decision, without discrimination against the appellant or complainant.

- ✓ If LTM was involved, then a person, internal and independent, shall be appointed

 BUREAU VERITAS	Certification Business Line	Egypt
		PR-09-06
Version #: 1 Revision 0/5	COMPLAINTS AND APPEALS	Issue date: 1 March 2018 Edition date:--/--/----

✓ If LTM was not involved; he or she can carry out the investigation.

LTM is the default channel for complaints and appeals. CER Manager is notified depending upon severity.

Auditors/Technical reviewers/Sales/Planners are informed of complaints related to their services, and shall make sure specific requirements are met. In case of a critical risk (possible litigation, insurance declaration, court summons, loss of image, accreditation) the complaint is escalated to Country Chief executive.

4.1.3 Resolution process

The resolution process includes the following steps.

- Investigation, including business impacts and analysis of the situation,
- Structured response (root cause analysis, correction, corrective action),
- Implementation of correction and corrective action,
- Information to the client of findings and actions taken,
- Monitoring of results: check if the solution is implemented and effective,
- Record and traceability of documents,
- Follow up on sustainability of results and of resolution.

The timeframe for resolution is four weeks. However this may be affected by responsiveness of the client or other third parties.

The closure timeframe in **IAM** is 90 days, after which escalation process is started.

4.2 Appeal process

Appeals are dealt at the level where decision making was done. Appeals related to QHSE and FS schemes are communicated to CER Manager, and included in the preparation of BVC Impartiality meeting.

4.3 Complaint process

Complaint can be written (Formal Letter, Email, Website) or verbal (Phone Call, Feedback during sales visit or audit).

Complaints are handled at contracting entity level. An audit may be initiated to proceed with investigation, and the client shall be notified with reasons for the audit.

4.4 Timeframe

An initial response shall be made to the complainant within five working days.

5. References

- ISO 17021-1:2015 9.7-8
 - Website > Bureau Veritas Certification Policy > Customer Appeals and Complaints Management
 - Bureau Veritas Website <http://www.bureauveritas.com>
- BMS > Procedure "Confidentiality"

6. Related document:

- Complaints Register