

Doc. No : URS/PC/P/06	<b>HANDLING COMPLAINTS AND APPEALS</b>	
Issue No.: 01		Approved By
Issue Date: 20 July 2020		Managing Director
Page 1 of 4		

### 1. Purpose:

- 1.1 This procedure outlines the procedure involved in handling customer complaints and appeals from customers or authorities related to certification decision and activities including maintenance of relevant records or services provided by URS.

### 2. Scope:

- 2.1 This procedure applies to all complaints and appeals related to certification decision and activities including maintenance of relevant records or services provided by URS.

### 3. Terms and Definitions:

#### Appeal:

- (ISO/IEC 17000:2020, 8.6): request by the person or organization that provides, or that is, the object of conformity assessment to a conformity assessment body or an accreditation body for reconsideration by that body of a decision it has made relating to that object.

#### Complaint:

- ISO/IEC 17000:2004, 8.7): expression of dissatisfaction, other than appeal, by any person or organization to a conformity assessment body (4.6) or an accreditation body, relating to the activities of that body, where a response is expected.

### 4. Procedure:

#### 4.1 Complaints-handling process

- 4.1.1 The complaints could be submitted verbal and in writing to one of the persons listed on the web contact page, [www.urs-me.com/contact](http://www.urs-me.com/contact) or in writing to [info@urs-me.com](mailto:info@urs-me.com)
- 4.1.2 Complaints must be submitted through written texts which can be submitted after a reason for complaint has arisen, or maximum Thirty (30) days after receipt of the Certification Decision or Evaluation Decision.
- 4.1.3 If no Complaint, Appeal or Review request is received within this timeframe the decision becomes final and may not be appealed against, and the complaint become declined.
- 4.1.4 When a complaint is not formally submitted in writing (e.g., verbal complaint, complaint raised during meetings etc.) the complainant is advised of the need to submit the complaint in writing, in order to receive an official resolution of the complaint.
- 4.1.5 URS will not respond to anonymous requests/forms without clear contact information.

Doc. No : URS/PC/P/06	<b>HANDLING COMPLAINTS AND APPEALS</b>	
Issue No.: 01		Approved By
Issue Date: 20 July 2020		Managing Director
Page 2 of 4		

- 4.1.6 After receipt of the request in writing, URS shall investigate whether it relates to the certification, surveillance/Inspection activities and scopes for which URS is accountable and decide the acceptance of it.
- 4.1.7 In a case where a complaint or appeal request is received by any staff member, he/she will forward the same to the Managing Director for his review and action, and then related records will be updated by Quality Manager.
- 4.1.8 All complaints are reviewed by the Managing Director and/or Quality Manager and/or a designated employee assigned by him or her. The designated employee shall not be part of the staff involved in the assessment against which a complaint or appeal is being issued.
- 4.1.9 The Quality Manager shall validate and confirm whether the complaint related to certification activities for which URS is responsible and, if so, shall deal with it. In case, if not, complainant shall be informed accordingly. Quality Manager shall be responsible for gathering and verifying all necessary information to validate the complaint or appeal. After authentication of complaint or appeal, the Quality Manager shall log the complaints, appeals or dispute in URS/PC/P/11: Complaint and Appeal Resolution Form and provide an acknowledgment to the complainant via email.
- 4.1.10 The Quality Manager shall review the complaint, appeal or dispute thoroughly and investigate the root cause of the matter. If technical issue is involved, relevant Regulatory Affairs Manager may be consulted to understand the root cause.
- 4.1.11 Upon completion of root cause analysis, the responsible manager shall be asked to propose corrective and preventive action to take.
- 4.1.12 Proposed corrective and preventive action shall be reviewed by Quality Manager and submit it to the Managing Director, and if accepted, authorize the corrective actions to proceed. If not accepted, the complaint is returned to the relevant manager for further investigation.
- 4.1.13 An Appeal or complaint or Review request does not alter the effectiveness of the Certification or Evaluation decision unless the Appeal/Review has been granted in its final decision. All restrictions applicable to a customer as a consequence of a Certification Decision of suspension remain in effect during the period of suspension, regardless of the outcome of an Appeal.
- 4.1.14 The Managing Director will close the complaint only after verifying the objective evidence of the corrective and preventive actions carried out. Upon closure, the Quality Manager shall notify the complainant via e-mail.

#### **4.2 Appeals against Complaints decisions**

- 4.2.1 If a complainant is not satisfied with the outcome of a complaints process, a formal request to review the decision must be submitted in writing to Quality Manager of within Thirty (30) days of receipt of the decision.

Doc. No : URS/PC/P/06	<b>HANDLING COMPLAINTS AND APPEALS</b>	
Issue No.: 01		Approved By
Issue Date: 20 July 2020		Managing Director
Page 3 of 4		

- 4.2.2 The Quality Manager shall inform the complainant that the action is taken and give a completion date for an official resolution of the appeal.
- 4.2.3 Quality Manager along with the Managing Director ensures that the investigation and decision on appeals shall not result in any discriminatory actions. If the complaint or appeal points out the works of Quality Manager and or Director of URS the same will be considered as input to impartiality risk assessment.
- 4.2.4 If an Appeal is related to the certification decision taken by URS, Quality Manager shall review the documentary evidence to support and justify the decision. After thorough review of evidence and justification, Quality Manager in consultation with the Managing Director shall take decision on appeal.
- 4.2.5 If appeal is accepted, URS shall take amendment in certification decision. However, if certification scheme is regulated by any regulatory body e.g. GSO, ESMA, SASO etc.; implementation of amendment in certification decision is consulted by applicable regulatory body.
- 4.2.6 If the appeal is rejected, the relevant the complainant shall be informed in writing of the rejection, stating the reasons for the rejection.
- 4.2.7 The Quality Manager and or Managing Director of URS shall ensure that the decision to be communicated to the complainant or appellant. Decision shall be made by, or reviewed and approved by, individual(s) not involved in the original certification activities in question.
- 4.2.8 In case of appeal, it is expected to finalize the complaints within 60 days at the latest and within 120 days at the latest. In concluding the complaints and objections, decisions taken on similar issues are taken into consideration.

#### **4.3 General**

- 4.3.1 The complaint and appeal process should be solved in such a way that no negative opinion is created about the customer or the owner of the complaint.
- 4.3.2 Complaint and appeal are forwarded to the owner of the complaint on the progress information and the result. The extent to which the outcome of the complaint shall be publicly announced shall be agreed with the customer and the complainant.
- 4.3.3 In order to investigate any objections and complaints that may arise in the event that URS will refuse the certification request for any product, or if the approval of the product is not given or if the certificate of a previously certified product is canceled, details of the reasons for the rejection or withdrawal of the is also notified to the authorized representative. These notices, along with the current legal rights to the manufacturer or authorized representative to use these rights are transmitted in time with valid reasoning.

Doc. No : URS/PC/P/06	<b>HANDLING COMPLAINTS AND APPEALS</b>	
Issue No.: 01		Approved By
Issue Date: 20 July 2020		Managing Director
Page 4 of 4		

## 5. Instructions to file a Complaint or an Appeal:

### 5.1 General

- 5.1.1 Go to: [www.urs-me.com](http://www.urs-me.com)
- 5.1.2 Click "Contact Us" from top menu on the webpage.
- 5.1.3 Fill in your contact details and choose "Make a Complaint" or "File an Appeal" from the drop-down menu.
- 5.1.4 Duly complete all the fields and submit the form ("click "Submit Ticket")

**5.2 Information to include in your complaint or appeal:** Beside personal information (full name, email address, telephone), please write in the message box your opinion about the assessment and why you are not satisfied with the first decision and evaluation.

## 6. Related Procedure, Forms and References:

- 6.1 URS/PC/F/11 : Complaint and Appeal Resolution Form
- 6.2 URS/PC/F/25 : Complaint and Appeal Log
- 6.3 Referred Clause of ISO 17065:2012 : Cl. 7.13 Complaints and appeals

--- END ---