

## **CUSTOMER COMPLAINTS / APPEAL PROCEDURE**

### **UIS-P-12**

#### **1. Purpose**

The purpose of this procedure is to receipt and analyze customer complains / claims to:

- 1.1 Take a suitable action or measure for clearing the complaint / appeals.
- 1.2 Ensure customer satisfaction

#### **2. Scope**

This procedure applies to all customers' complaints / appeals / comments

#### **3. Responsibility**

Technical Manager is responsible for operating this procedure in collaboration with Sections Heads.

#### **4. General**

The successful completion of any inspection process relies on the customer commenting on the technical and official performance of this process.

#### **5. Procedure**

- 5.1 Customer **complaints and appeals** may be received by any of the following means:
  - 5.1.1 Directly to the Managing Director.
  - 5.1.2 Via any member of the Technical Department
  - 5.1.3 To any manager in the company
  - 5.1.4 By any means of communication

All customer feedback including complaints **and appeals** received by any of the above mentioned means shall be directed to the Technical Manger for assessment.

- 5.1.5 Upon receipt of the complaints and appeals, the Technical Manager shall review whether such complaint relates to inspection activities for which UIS is responsible for. If so, he shall deal with it.
- 5.2 Unless the issue raised by customer is of a minor nature (e.g. wording / typographic error or request for information that can be dealt with directly), the Technical Manger initiates a customer **complaints and appeals** form # (UIS-F-34).
- 5.3 Investigations and decisions on complaints and appeal shall be carried out in a fair manner.
- 5.4 **Initial review:**
- A review shall be made either by Technical Manger or referred to an internal section in the company. The review events shall ascertain if the problem can be resolved locally and if so, agree the appropriate action required. Otherwise, the problem is raised to the Managing Director.
- 5.4.1 The decision on the outcome of the complaint and appeal shall be communicated to the complainant or appellant, by the individual not involved in the original inspection activities in question.
- 5.4.2 Whenever possible, UIS prepares a report at the end of the complaint and appeal on the outcome.
- 5.5 **Local Action**
- 5.5.1 If it is agreed that action shall be taken locally, then the Technical Manager is responsible for ensuring that it is carried out and the results are detailed in part B of the **complaint and appeals** form (UIS-F-34)
- 5.5.2 In taking action, full consideration shall be given to the root cause of the problem and how this may be resolved.
- 5.5.3 The customer **complaint and appeals** form (UIS-F-34) shall then be signed and dated, with copies being forwarded to the Managing Director.

5.5.4 If it is agreed that action shall not be taken locally, the original of the form shall be forwarded to the Managing Director. Local recommendations may be made in part B of the form by Technical Manger, if possible.

5.6 **Action taken by the Managing Director**

5.6.1 The Managing Director reviews all customer **complaint and appeals** forms received to check that action taken is adequate and convenient.

5.6.2 Where action has been taken locally, the Managing Director shall review the problem through company meeting and decide the necessary action to be taken. Such actions may need budgets, resources or charge in system procedures.

5.7 At all times, the Technical Manger shall ensure that review considers the root cause of the problem and the agreed action is effectively implemented.

5.8 The Technical Manager shall regularly review all customer feedback forms to detect any trends that may have a detrimental effect on the company business. When such a trend is found, the Technical Manager shall raise a corrective action request (see procedure UIS-P-14) or have it reviewed at a Board Meeting.

5.9 **Customer interface**

The Technical Manager shall ensure that the customer, having made an enquiry, is kept fully informed of its progress. He shall also seek comments from the customer on any action implemented.

5.9.1 If the customer is a new one, the Customer Satisfaction Survey Form (UIS-F-51) shall be sent to the customer with the inspection certificate draft.

5.9.2 If the customer is a returning one, the Customer Satisfaction Survey Form (UIS-F-51) shall be sent to the customer every three months.

5.10       UIS measures Customer Satisfaction by:

5.10.1     Number of Customer Complaints

5.10.2     Severity of such complaints

5.10.3     Continuous relationship

5.10.4     Personal Contact

**6.        Records Needed**

Customer **complaint and appeals** records shall be retained by Technical Manager in separate file for 2 years.