

# British Engineering Services Certification

## Customer Appeals and Complaints

### Introduction

The purpose of this British Engineering Services Limited Certification Services policy is to identify the process for the management of Customer Appeals and Complaints. The purpose of this policy is to publicise the process to ensure that all appeals and complaints are handled in a professional and responsible manner.

### Definitions:

- a. "Appeal" means "an written appeal against a decision taken by British Engineering Services Limited Certification Services"
  - b. "Complaint" means "a written complaint received against an action, or lack of action, taken by British Engineering Services Certification Services"
- Complaints and appeals received must be recorded by the British Engineering Services Limited Certification Services Scheme Leader
  - In case of a complaint or an appeal being received from a person or organisation which is not a British Engineering Services Limited Certification Services client, a decision will be made by the Scheme Leader as to whether or not it is appropriate to progress the complaint or appeal.
  - In the case of complaints or appeals involving a risk of possible litigation, loss of accreditation etc. The Scheme Leader must seek advice from Chief Risk Officer
  - An overall review of complaints and appeals is carried out by the British Engineering Services Certification Services Impartiality and Oversight Committee.

### COMPLAINTS PROCESS

For each complaint:

- The complaint must be recorded by the British Engineering Services Certification Services Scheme Leader
- The receipt of the complaint must be acknowledged to the complainant.
- The details of the complaint and any findings must be communicated to all relevant internal parties
- In the case of the complaint or appeal being upheld the root cause must be identified and a solution proposed.
- The complainant must be informed of any findings and actions taken, even if the complaint is not upheld.
- The Scheme Leader must ensure that all relative documents are stored, either electronically or in hard copy to ensure traceability.

### APPEALS PROCESS

Upon receipt of the appeal the British Engineering Services Limited Certification Services Scheme Leader shall inform the Quality Assurance Manger who manage the process.

He/She will:

- Inform the appellant that the appeal has been received.
- Investigate the grounds of the appeal, by reviewing the available documentation, interviewing parties involved in the original decision and, if considered necessary, the views of an independent expert will be sought.
- The Quality Assurance Manager will make a decision based on the facts made available, taking into account submissions by internal and external parties (including the appellant).
- The result of the decision shall be communicated to the appellant. The decision is considered final and absolute.

### REQUESTS FOR INFORMATION

Any requests for information on British Engineering Services Certification Services can be obtained via application to the Certification Scheme Leader.