

Quality Procedure

Procedure No.	PLATFORM/QP/06
Revision No.	0
Issue Date	May, 2024

Procedure For Complaint and Appeal Process



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Issued To	→	PLATFORM Co. Management
Authorizations For Release	→	GM/ Technical Manager

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1.0 Purpose

The purpose of this procedure is to describe handling of complaint and appeal, validating the complaint and appeal received from the client and from other parties.

2.0 Scope

2.1 This procedure covers all complaint and appeal received at Organization by any means, like written, verbal, e-mail etc. It also includes adverse findings during audits.

3.0 Responsibility

3.1 **Quality Manager (QM)** is responsible for receiving the complaint and appeal from the clients / other parties. They in consultation with the Sr. Inspector/ Team Leads are responsible for handling, validating and analysis of the complaint and appeal to the satisfaction of the clients / other parties.

3.2 **GM** is responsible for closing of complaint and appeal to the satisfaction of client / other parties.

3.3 **Quality Manager** is responsible handling and analysing the complaint and appeal by back-up records. Sr. Inspector assists him in analysing the complaint and appeal.

4.0 Description of activity

4.1 Receipt and validating complaint and appeal

4.1.1 Complaint and appeal received from client / other parties by any means or by any one is first of all recorded in the Complaint and appeal register. After that complaint and appeal report is prepared with the details of;

- Complaint and appeal Sr. No.,
- Mode of receipt,
- Received by,
- Name of client / other parties,
- Description of complaint and appeal,
- Reference of inspection services against, which complaint and appeal is raised alongwith the reference of inspection date,

4.1.2 Client / other parties' complaint and appeal report are issued to the Sr. Inspector for analysing the root cause.

4.1.3 Sr. Inspector/ Technical Manager validates the complaint after checking necessary back-up records or personal interview of the Inspector/ Technicians (who were involved in to job).

4.1.4 Classification of the client feedback and complaint and appeal

Client complaint and appeal and client feedbacks are classified according to their cause. The purpose is to allow for better tracking of trends and evaluating improvements in specific domains. Possible causes are:

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- Suspected results
- Late result reporting
- Problems with communication and response
- Complaint and appeal regarding business practices, publicity, etc.
- Problems in inspection services provided

4.1.5 Handling of Client Complaint and appeal

Quality Manager and the function responsible for the complaint and appeal, decide how to respond to the client and, when applicable, what needs to be done to correct the problem for the client (re-inspection, hold a meeting, etc.). **The client is informed of this decision.**

Quality Manager reviews every client complaint and appeal, root cause is analysed and corrective action is taken. The same is recorded in the client complaint and appeal report.

4.2 Analysis of Complaint and appeal

4.2.1 Quality Manager reviews the complaint and appeal for ;

- Delay in submission of Inspection report / certificate,
- Wrong reporting / variation in reporting,
- Inspection not carried-out as per the contract,
- Inspection is not carried-out in time,
- Inadequate error in reports
- Any other problem identified by the client / other parties.

4.2.2 Client / other parties complaint and appeal is analysed for the root cause. After identification of root cause the necessary actions are taken to resolve the complaint and appeal.

4.2.3 Client / other parties are replied accordingly. Also necessary actions are taken at client / other parties' end, if required to resolve the complaint and appeal. Considering seriousness of complaint and appeal, MR or their nominee may visit the client / other parties, wherever required. Based on his feedback the complaint and appeal is closed by GM.

4.3 Closing of complaint and appeal

4.3.1 Depending on the nature of the non-conformity, the Quality Manager may follow up with requests for corrective and preventive actions. When the investigation of client complaint and appeal determines that remote operation or other external organizations contributed to the complaint and appeal, the Technical Manager or his delegate contacts these organizations and provides them with all relevant information.

4.3.2 Every client complaint and appeal is recorded. The records are maintained by the Quality Manager. When there are copies of written communication, reports and other documents related to a complaint and appeal, these records are organized into a file and are identified with the complaint

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and appeal number and also having records of the corresponding corrective or preventive actions. The records of investigations that concern product quality or other test characteristics are maintained by Technical Manager. Based on analysis of Client / Other Parties complaint and appeal, necessary actions are taken and client is replied for closing the complaint and appeal. Quality Manager identifies need for taking corrective and preventive action to prevent such complaint and appeal in future and accordingly concerned person is informed.

4.3.3 All the complaint and appeal received by Organization will be closed within 7 working days after receipt of the complaint and appeal. GM is authorised for closing of complaint and appeal.

4.4 Client Feedback

4.4.1 Client feedback is taken **at least once in a Year**. All instances of client feedback, both positive and negative, are reviewed by the Quality Manager. A complaint and appeal is investigated to determine the cause, determine corrective actions and identify any preventive measures that may be required. Un-satisfactory feedback is also considered as complain and is analysed as per above procedure.

4.5 Quality Manager monitors effectiveness of corrective and preventive action by reviewing results for suitable time on case-to-case basis.

4.6 If any major changes in any of the relevant documents are necessary by way of corrective and preventive action or complaint and appeal, then this is done as per procedure for document control and records are maintained.

5.0 References

5.1	SW/QP/07	Procedure for control of documents
5.2	SW/QP/11	Procedure for corrective actions
5.3	SW/QP/12	Procedure for preventive actions

6.0 Enclosures Nil

7.0 Formats / Exhibits

7.1	F/CSD/02	Customer Feedback Form
7.2	F/CSD/03	Complaint and Appeal Report
7.3	F/CSD/04	Complaint and Appeal Register

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