Complaints and Appeals Procedure

Issued on 01.03.2024

1. Objective

The objective of this document to treat all the customer and stakeholder complaints with utmost seriousness, as they are the reason for our being in the business of conformity assessment.

2. Scope

ISA –Independent Safety Assessment, BVIL Internal Certification Process is applicable to all the customer and stakeholder complaints for product certification.

3. Maintenance

The TIQ Manager maintains this procedure.

4. Responsibility

The Certification manager/Technical Manager shall be responsible.

5. References:

- Scheme procedure IP 14 and CENELEC Standard.
- BVIL Internal procedure 05 of Certification process.

6. Procedure:

A. Procedure for handling 'request for information'

Bureau Veritas will provide the requested information if it is within the services they have delivered and the interested party is a genuine information seeker. BVIPL will verify the authenticity of the information seeker and provide the needed information with reasonable time.

B. Procedure for handling 'Complaints'

B.1 A complaint is defined as "a documented concern received against either BVIPL's services or a BVIPL certified Organization's product or services by any party who is impacted by these services.

B.2 when a complaint is received at BVIPL, from any Client, Supplier or other parties, such a complaint or dispute shall be supported by all available written evidence. If the complaint relates to a certified client, the complainant shall provide evidence that they had previously attempted to resolve the matter directly with certified client and is not satisfied with the actions taken / decision provided by the certified client. The Certification Manager / TIQ Quality Manager shall gather all necessary evidence and provide a written acknowledgement of the complaint received and seek additional information if required in order to analyse and investigate the complaint.

The person identified above for investigating the complaint, will have no conflict of interest, they have not provided the consultancy or not appointed by client within two years after end of the consultancy or employment if any, Certification manager & TIQ manager is independent of the evaluation process.

B.3 all complaints will be recorded by the receiving Bureau Veritas office. Where required, the concerned Certification Manager shall liaise with TIQ Manager of Bureau Veritas India and or client in order to try to resolve the complaint.

B.4 Feedback or valid rejection of assignment by Interested parties , complaint received from a client or an AB, on the performance of an Evaluator; required to be addressed in I-Evaluate or offline by discussing with team and TIQ Manager & record to be kept for the CA & PA action taken, if applicable.

B.5 During the process of investigation of complaint, the persons involved in the investigation shall be independent of the process against which the complaint was raised. The concerned Certification Manager shall also provide complainant with progress reports and outcome.

B.6 The result of the complaint handling process shall be communicated to the complainant. TIQ Manager always ensure that the investigation and decisions shall not result in any discriminatory actions against the Complainant.

B.7 The Industry TIQ Manager, together with the client and the complainant, shall determine whether and to what extent, the subject of the complaint and its resolution shall be made public. The complaint handling process shall be subject to the provisions of confidentiality as per the agreement with the certified client.

C. Procedure for handling 'Appeals'

C.1 An 'Appeal' is defined as an "a request or a plea against a Certification Decision or a request made by a client for a formal review of a decision taken by Bureau Veritas in respect of its validation and/or verification/certification activities.

C.2 Upon receipt of the appeal, the TIQ Manager/ Legal compliance officer, shall determine if he/she has been involved in the original process:

If yes, he/she shall not be involved in the appeals resolution process. The appeal shall be reviewed and resolved by a team of internal persons to ensure objectivity and impartiality. In case of no consensus internally, prepare a report and send the documentation along with the report to an Appeals Committee or The chairperson of the Impartiality Committee and other members independent of BVIPL for a decision by electronic mail or in the next available meeting if scheduled in less than three months.
If NO, Certification Manager in coordination with TIQ Manager shall carry out the investigation and present the report to the Appeals Committee or the Impartiality Committee at the next planned interval.

C.3 At appropriate stage, the Certification Manager/ TIQ Manager shall refer the appeal to the client for justification and / or necessary actions. The person identified above for investigating the complaint, will have no conflict of interest, they have not provided the consultancy or not appointed by client within two years after end of the constancy or employment if any, Certification manager & TIQ manager is independent of the evaluation process.

C.4 Irrespective of the outcome of the investigation of the Appeal, Certification Manger/ TIQ Manager or appropriate authorized person shall formally communicate to the appellant.

D. Procedure for handling issues arising from Public:-

D.1 As a responsible Certification Body BVIPL takes cognizance of any adverse reports appearing in the Printed / Electronic/ Social Media or any public forum related our services or Certifications / Reports issued to Organizations and takes appropriate actions as documented in our procedures, with advice from legal compliance officer