



TQ SERVICES

PROCEDURE NO. : **CBP- 13**

TQ SERVICES PROCEDURE

REV.NO. 03

DATE: 01.04.2023

HANDLING APPEALS AND COMPLAINTS

PAGE 1 OF 4

PROCEDURE FOR HANDLING APPEALS AND COMPLAINTS

03	01.04.2023	Name of Prepared and Approved by Changed
02	27.02.2016	Designation of Senior Manager-QA to AGM QA, TQ Services changed to TQS
01	27.03.2015	Designation of Head-QA changed to Senior Manager-QA
00	03.01.2011	First issue
REV. NO.	DATE	BRIEF RECORD OF REVISIONS
PREPARED BY : Head – QA		APPROVED BY : Chief of Certification
SIGNATURE :		SIGNATURE :
NAME : Bhagya Sree		NAME : Krishna Datta



TQ SERVICES

PROCEDURE NO. : **CBP-13**

TQ SERVICES PROCEDURE

REV.NO. 03

DATE:01.04.2023

HANDLING APPEALS AND COMPLAINTS

Page 2 of 4

1.0 OBJECTIVE

To ensure that appropriate correction and as required corrective actions are taken in response to appeals and complaints received by TQS.

2.0 SCOPE

Applicable to appeals and complaints received by TQS from clients, customers of clients, or any other interested parties.

3.0 RESPONSIBILITY

Head-QA or nominee is responsible for handling of appeals and complaints till resolution and for any communication to the appellant / complainant.

COC is responsible for ensuring that all appeals and complaints are investigated and resolved.

4.0 Definitions

Appeal: Request received for reconsideration of any adverse decision of TQS attributable to HO activities or on-site- audit activities.

Complaint Dissatisfaction communicated to TQS which may be attributable to HO activities or on-site audit activities.

5.0 PROCEDURE

This procedure is accessible to public through web site (www.tataprojects.com).

5.1 Appeals

5.1.1 TQS takes responsibility for all its decisions at all levels in the handling of appeals. It is ensured that personnel engaged in the appeals- handling process are different from those who carried out audits and made the certification decisions.

5.1.2 Appeals handling process

- On receipt of an appeal, Head-QA evaluates, gathers and verifies all necessary information to validate the appeal.
- The appeal is recorded, acknowledged and communicated to the appellant by Head-QA.

5.1.3 Head-QA carries out investigation of the appeal taking into account results of previous similar appeals. Head-QA submits a report indicating the results of

investigation and the actions to be taken as well as the reply to be sent to the client.

5.1.4 The final decision is made by COC on the basis of the review of report received from Head-QA /Nominee. In case COC was previously involved in the certification decision related to appeal, the decision is taken by another nominated person who was not previously involved in the specific certification audit / decision process.

5.1.5 Head-QA tracks and records the actions taken and the appellant is kept informed by Head-QA on the progress till the appeal is resolved. At the end of appeal handling process, formal notice is given to the appellant by Head-QA. (Format CBF-30)

5.1.6 Head-QA would ensure that appropriate correction and corrective actions are identified and implemented where required.

5.1.7 Head-QA and COC ensure that submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellants.

5.2 Complaints

5.2.1 On receipt of complaint, Head-QA evaluates gathers and verifies all necessary information to validate the complaint. In case it is confirmed that the complaint relates to certification activities, Head-QA shall initiate investigation.

5.2.2 Head-QA ensures that the persons engaged in complaints handling process are different from those who carried out audits and made the certification decisions.

5.2.3 If the complaint is about certified clients, it will be communicated to the concerned client at an appropriate time. The complaint is recorded, acknowledged and communicated to the complainant by Head-QA (Format CBF-30)

5.2.4 Complaints are investigated by Head-QA for deciding actions to be taken in response to the complaint.

In case the complaint is against the certified client, the investigation shall consider the effectiveness of certified management system and any actions required are decided by Head-QA.

5.2.5 Head-QA implements the actions decided and track the actions taken till its completion. Head-QA also ensures that corrections and appropriate corrective actions are implemented and completed where required.



TQ SERVICES

PROCEDURE NO. : **CBP-13**

TQ SERVICES PROCEDURE

REV.NO. 03

DATE:01.04.2023

HANDLING APPEALS AND COMPLAINTS

Page 4 of 4

5.2.6 Whenever possible, Head-QA or nominee, communicates the progress on the actions to the complainant and at the end of complaint closure, formal notice is given to the complainant.

5.3 The above activities of complaint handling process are subjected to requirement for confidentiality as it relates to the complainant and to the subject of the complaint.

5.4 Head-QA shall determine, together with client and complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

5.5 Corrective actions as required are dealt with as per procedure CBP-17.

6.0 REFERENCES

Procedure for Audit Reporting	---	CBP-08
Procedure for extending, reducing, Suspending and withdrawing certification	---	CBP-09
Procedure for Documents Control	---	CBP-13
Procedure for Records Control	---	CBP-14
Procedure for corrective & preventive actions	---	CBP-17

7.0 RECORDS

Head-QA maintains the records of complaints and appeals (format no. CBF-30).