



## APPEALS, COMPLAINTS AND DISPUTES

### OVERVIEW

This procedure is to

- define the procedures used for handling appeals, complaints and disputes received from clients
- ensure the correct procedures are followed and corrective and any necessary preventative actions are taken when dealing with customer appeals, complaints and disputes

### PROCEDURE

#### Appeals

- Every organisation has the right to appeal against any decision made by Sancert.
- Appeals must be submitted in writing and sent directly to the CEO of Sancert. The Appeals/ Complaints/ Dispute Form (F-APPEAL-002) must be completed by Sancert and logged on form F-APPEAL-001 to provide a tracking number.
- All appeals will be discussed by the certification committee. The certification committee will investigate the reason for the appeal and possible corrective action.
- The organisation will be notified in writing on the outcome of the investigation.
- All appeals must be closed-off within 30 days of receipt. If a longer period of time is required, written approval must be obtained from both parties.
- To ensure impartiality, personnel involved in the issues raised will not be involved in the investigation.
- F-APPEAL-002 must be signed off by Sancert as well as F-APPEAL-001.

#### Complaints

- All complaints lodged in writing must be recorded by Sancert on F-APPEAL-002.
- The complaint will be logged of form F-APPEAL-001 and given a tracking number.
- Form F-APPEAL-002 will be immediately forwarded to the CEO of Sancert, who will personally contact the client to discuss the complaint if the complaint warrants it.
- All complaints must be actioned within 30 days of receipt and monitored to ensure that they are adequately closed off.
- If needed a formal letter of apology together with a description of the corrective action taken will be sent by the CEO of Sancert to the client. (Sometimes the corrective action taken will be deemed as adequate).

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### Disputes

- Every organisation has the right to dispute against any decision made by Sancert.
- Disputes must be submitted in writing and sent directly to the CEO of Sancert. Form F-APPEAL-002 must be completed by Sancert and logged on form F-APPEAL-001 to provide a tracking number.
- All disputes will be discussed by the certification team. The certification team will investigate the dispute and possible corrective action. (Refer to WP-TEAM-01).
- The organisation will be notified in writing of the outcome of the investigation.
- All disputes must be close-off within 30 days of receipt. If longer time is needed written approval must be obtained from both parties.



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