



# APPEALS, COMPLAINTS AND DISPUTES

## 1.SCOPE

This procedure is to define the procedures used for handling appeals, complaints and disputes received from clients.

## 2.PURPOSE

To ensure that the correct procedures are followed and corrective and preventative action is taken when dealing with customer appeals, complaints and disputes

## 3.DEFINITIONS

CAR – Corrective Action Request

Certification Committee – The committee that ensures that all requirements have been met before certification can be issued

## 4. PROCEDURE

### 4.1 Appeals

4.1.1 Every organisation has the right to appeal against any decision made by Sancert.

4.1.2 Appeals must be made in writing and sent directly to the CEO of Sancert. F-APPEAL-002 must be filled in and logged on F-APPEAL-001

4.1.3 All Appeals will be discussed by the certification committee. The certification committee will investigate the reason for the appeal and possible corrective action.

4.1.4 The organisation will be notified in writing on the outcome of the investigation.

4.1.5 All appeals need to be closed-off within 30 days of receipt. If a longer period of time is required, written approval needs to be acquired from both parties.

4.1.6 To ensure impartiality, personnel involved in the issues raised will not be involved in the investigation.

4.1.7 F-APPEAL-002 must be signed off as well as F-APPEAL-001

### 4.2 Complaints

4.2.1 All complaints lodged must be recorded on F-APPEAL-002

4.2.2 The Appeal will be given a tracking number as indicated on F-APPEAL-001

4.2.3 The Appeal's / Complaints / Disputes Form will be immediately forwarded to the CEO of Sancert, who will personally contact the client to discuss the complaint if the complaint warrants it.

4.2.4 All Appeal's / Complaints / Disputes need to be actioned as soon as possible and monitored to ensure that they are adequately closed off.

4.2.5 If needed a formal letter of apology together with corrective action taken will be sent by the



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CEO of Sancert to the client. (Sometimes the corrective action taken will be deemed as adequate)

## **4.3 Disputes**

**4.3.1** Every organisation has the right to dispute against any decision made by Sancert.

**4.3.2** Disputes must be made in writing (F-APPEAL-002), and sent directly to the CEO of Sancert.

**4.3.3** All Disputes will be discussed by the certification committee. The certification committee will investigate the dispute and possible corrective action. (Refer to WP-COMMITTEE-01)

**4.3.4** The organisation will be notified in writing on the outcome of the investigation.

**4.3.5** All disputes need to be close-off within 30 days of receipt. If longer time is needed written approval will be needed from both parties.

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