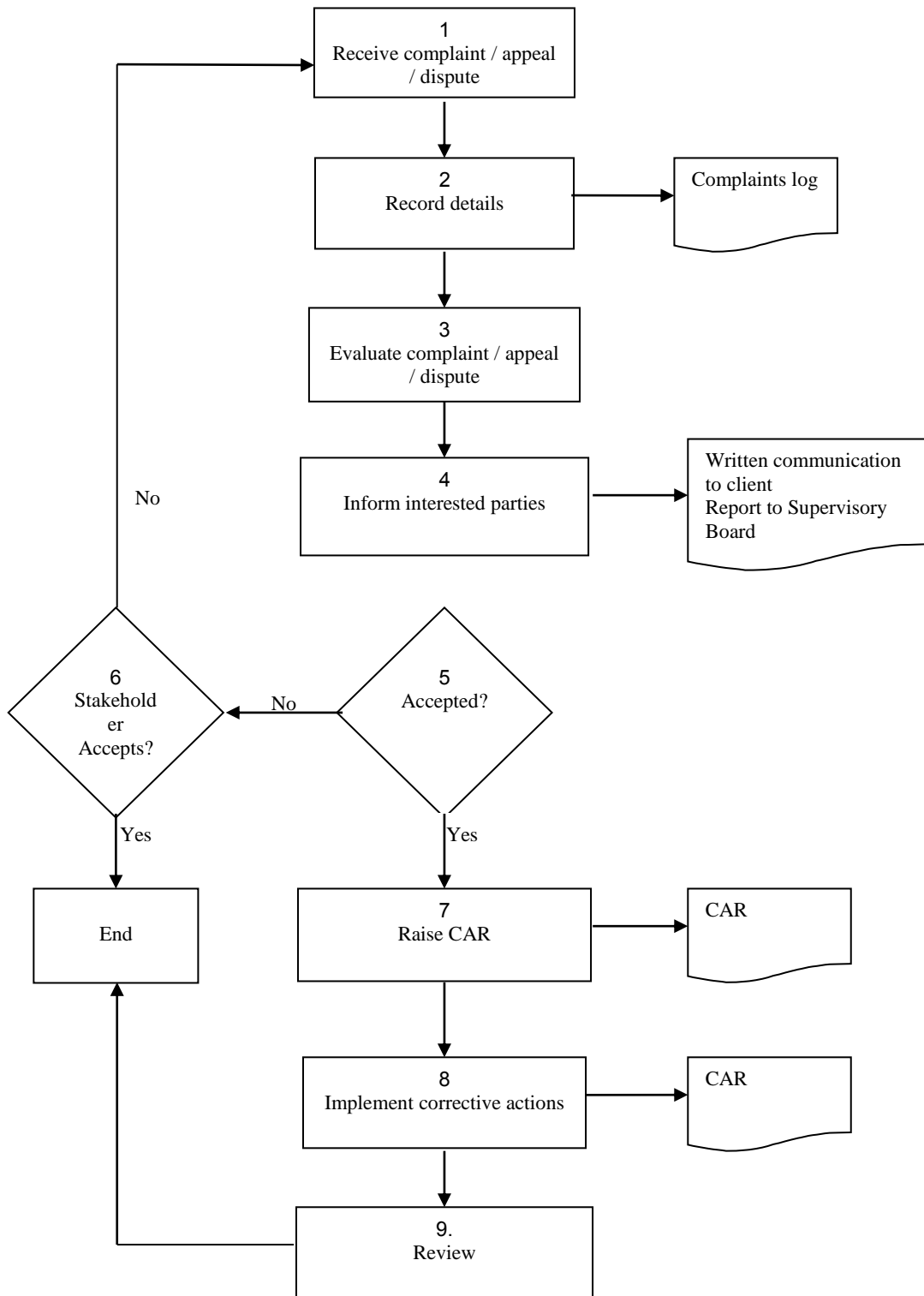


1. **Objective** – To control handling complaints and appeals
2. **Scope** – Moody International Qeshm Certification (MIQC) and its clients
3. **Process Flow Chart**



Issue	Revision	Date
0	0	15/06/2011

**4. Procedure**

<b>Action</b>	<b>By Whom</b>	<b>When</b>	<b>How</b>
1. Receive complaint / appeal / dispute	Scheme Manager	a) Any interested stakeholder expresses dissatisfaction of MIQCG services b) The interested stakeholder appeals against a decision by MIQCG. c) After receipt of complaint	If received verbally the stakeholder should be requested to submit the complaint, dispute or appeal in writing. The complaint, dispute or appeal should be addressed to the Scheme Manager (or equivalent) unless against the Scheme Manager, in which case the appeal should be addressed to the Chairman of the Supervisory Board
2. Record details	Scheme Manager	After receiving the written communication	Enter into the complaints log.
3. Evaluate complaint / appeal / dispute	Scheme Manager	With all speed after receipt of all relevant information	Assess all the relevant information, whilst also considering any confidentiality issues Decide on the validity of the complaint / appeal, (does the complaint / appeal relate to certification activities that MIQC is responsible for?) and any necessary corrective and preventive actions, the results of any previous similar appeals should be taken into account.  The persons engaged in the complaints / appeals handling process shall be different from those who carried out the audit and made the certification decisions
4. Inform interested stakeholder	Scheme Manager	After decision on complaint / appeal / dispute and in a timely manner, (responsiveness is important).	Wherever possible by letter, e-mail or other written communication to client, (regular updates and where possible progress reports shall be provided)  Supervisory Board informed of all appeals / complaints at Supervisory Board Meetings  For complaints MIQC shall determine, together with the client and complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.
5. Accepted?	Scheme Manager	After the results of the evaluation	

<b>Issue</b>	<b>Revision</b>	<b>Date</b>
0	0	15/06/2011

Action	By Whom	When	How
6. Stakeholder accepts?	Stakeholder	After consideration of decision by Scheme Manager / Country Manager	The stakeholder may appeal against the decision of the Scheme Manager / Operations Manager; however the decision of the Supervisory Board is final.  <u>Note:</u> Submission, investigation and decisions on appeals shall not result in any discriminatory actions against the appellant
7. Raise CAR	Scheme Manager	When validity of the complaint / dispute / appeal has been accepted.	Raise a Corrective Action Request in line with SOP-15
8. Implement corrective and preventive actions	Scheme Manager	In line with the times agreed in the CAR	According to the action plan in the CAR
9. Review	Scheme Manager	After implementing corrective / preventive actions	Check that the actions have addressed the issues raised in the complaint and that they are effective in preventing recurrence of the problems raised.

**5. Documentation**

Reference	Title
SOP-15	Process Management: Corrective and Preventive Action

Issue	Revision	Date
0	0	15/06/2011