



APPLICABLE TO

INSTRUCTION NO
SED-C. SOP-22

REVISION NO
00

PAGE
6

COMPLAINTS AND APPEALS PROCEDURE

DOCUMENT DETAILS			
DOCUMENT NUMBER	SED-C. SOP-22		
DOCUMENT TITLE	PROCEDURE FOR COMPLAINTS AND APPEALS (SANS 17020)		
DOCUMENT OWNER	PJ Jacobs		
COMPILED BY	Quality Manager		
REVISION STATUS	Editing		
APPROVAL			
POSITION	NAME	DATE	SIGN
Occupational Hygienist			
Internal Auditor			
REVIEW HISTORY			
REV NO.	DATE	PAGE No.	DETAILS

Contents

1. PURPOSE 3

2. SCOPE..... 3

3. DEFINITIONS..... 3

4. APPEALS PROCEDURE 4

5. COMPLAINTS PROCEDURE 5

6. DOCUMENTATION 6

7. REFERENCES 6

8. REVISIONS 6

1. PURPOSE

- 1.1 This procedure describes the process for receiving, validating and investigating complaints or appeals against Sedulitas, and deciding what actions are to be taken in response to the complaint or appeal.
- 1.2 It describes the internal process for tracking and recording complaints and appeals, including actions undertaken to resolve them.
- 1.3 It describes the internal process for ensuring that any appropriate action is taken.

2. SCOPE

- 2.1 This procedure applies to all Sedulitas Personnel, since complaints and appeals may be directed towards any staff member.
- 2.2 This procedure will be made available to any interested parties on request.

3. DEFINITIONS


Appeal	A request by a Customer of Sedulitas for re-consideration of any adverse conclusions made by Sedulitas regarding the Customer's compliance with relevant regulations and / or legislation.
Customer	Any individual or organization who has entered into a contractual agreement with Sedulitas, for whom Sedulitas has performed or is performing Inspection Activities and for whom Sedulitas has issued or is in the process of issuing an Inspection Report and / or an Inspection Certificate.
Complaint	An expression of dissatisfaction other than an appeal, by any person or organisation, directed to Sedulitas and relating to Sedulitas' activities, where a response is expected.

4. APPEALS PROCEDURE

- 4.1 A Customer who wishes to appeal against any of the conclusions made by Sedulitas regarding the Customer’s compliance with relevant regulations and / or legislation may access this procedure from the Sedulitas website or request a copy from Sedulitas’ offices. The customer will be made aware that this Complaints and Appeals Procedure is available by means of the Sedulitas Standard Conditions of Inspection attached to the Quote, and again when the customer signs F-33, Delivery and Attendance Confirmation on the day of the inspection.
- 4.2 The appeal process should be formally initiated by the Customer telephonically to the Technical Signatory, or by e-mail, fax or letter to Sedulitas’ offices as indicated on the Quote. Any statements made to an inspector on site should also be communicated by the Customer via one of these channels.
- 4.3 All appeals received by Sedulitas personnel should be referred to the Technical Signatory. All appeals should be documented on F-47, Improvement Form. This will be filed as a record in the appeals process.
- 4.4 Should the appeal be against work done by the Head Occupational Hygienist, the Quality Manager shall perform the tasks assigned to the Technical Signatory below.
- 4.5 The Technical Signatory will contact the Customer to acknowledge the appeal and discuss the exact nature of the appeal.
- 4.6 The Technical Signatory will investigate the merits of the appeal, and interpretations of the regulations / legislation referred to.
- 4.7 Should the Technical Signatory decide to uphold the appeal, he will inform the Customer accordingly, and issue an amended Inspection Report or Inspection Certificate. Records of the whole appeal process will be kept.
- 4.8 Should the Technical Signatory decide not to uphold the appeal, he will inform the Customer accordingly. Records of the whole appeal process will be kept, and the unfavourable decision will be sent to the Customer in writing.
- 4.9 Investigation and decisions on appeals shall not result in any discriminatory actions.
- 4.10 Appeals will be used by Sedulitas as an input for Management Reviews in order to improve operations.
- 4.11 Confidentiality shall be maintained at all times.

5. COMPLAINTS PROCEDURE

- 5.1 Any individual, including Sedulitas personnel, or organization who wishes to make a complaint against Sedulitas may access this procedure from the Sedulitas website or request a copy from Sedulitas' offices. Sedulitas customers will be made aware that this Complaints and Appeals Procedure is available by means of the Sedulitas Standard Conditions of Inspection attached to the Quote, and again when the customer signs F-33, Delivery and Attendance Confirmation on the day of the inspection.
- 5.2 The complaints process may be initiated in any way, including telephonically, by e-mail, fax or letter to Sedulitas' offices or verbally to an Inspector on site.
- 5.3 Any personnel member who receives a complaint on behalf of Sedulitas should obtain as much information as possible, including contact details of the complainant, nature of the complaint, and names of Sedulitas personnel involved and any other parties. All complaints should be referred to the Technical Signatory and documented on F-47, Improvement Form. This will be filed as a record in the complaint resolution process.
- 5.4 Should the complaint be against the Technical Signatory, the Quality Manager shall perform the tasks assigned to the Technical Signatory below.
- 5.5 The Technical Signatory will contact the Customer to acknowledge the complaint and discuss the exact nature of the complaint.
- 5.6 The Technical Signatory and / or Quality Manager will investigate the complaint.
- 5.7 Should the complaint be deemed invalid or unrelated to Sedulitas' activities, the complainant will be informed that the complaint has been dismissed and the complaints process has been concluded. A written record, briefly describing the nature of the complaint, the identity of the complainant and the reasons for dismissing the complaint will be filed electronically.
- 5.8 Legitimate complaints will be more fully investigated. Sedulitas will communicate with the complainant after the initial investigation has been completed, to develop a mutually-acceptable action plan. The plan will then be implemented, with progress reports to the complainant as and when necessary. Each stage of the investigation, planning and implementation will be documented by Sedulitas and filed as a record.
- 5.9 Sedulitas will formally notify the complainant of the end of the complaint resolution process.
- 5.10 Complaints will be used by Sedulitas as an input for Management Reviews in order to improve operations.
- 5.11 Confidentiality shall be maintained at all times.

Quality Manager	Management	SED-C. SOP-22 PROCEDURE FOR COMPLAINTS AND APPEALS	
-----------------	------------	--	---

6. DOCUMENTATION

- 6.1 SED-C. F-33, Delivery and Attendance Confirmation
- 6.2 SED-C. F-47, Improvement Form

7. REFERENCES

- 7.1 Clauses 7.5 and 7.6 of the SANS 17020 standard
- 7.2 TR 84-01, Department of Labour (DoL) and SANAS Technical Requirements for the application of SANS/ISO/IEC 17020: 2012 in the regulatory assessment of Occupational Hygiene Inspection Bodies.

8. REVISIONS

Revision	Date	Section	Paragraph	Summary of change	Authorized by
A				Initial issue	
B					
C					