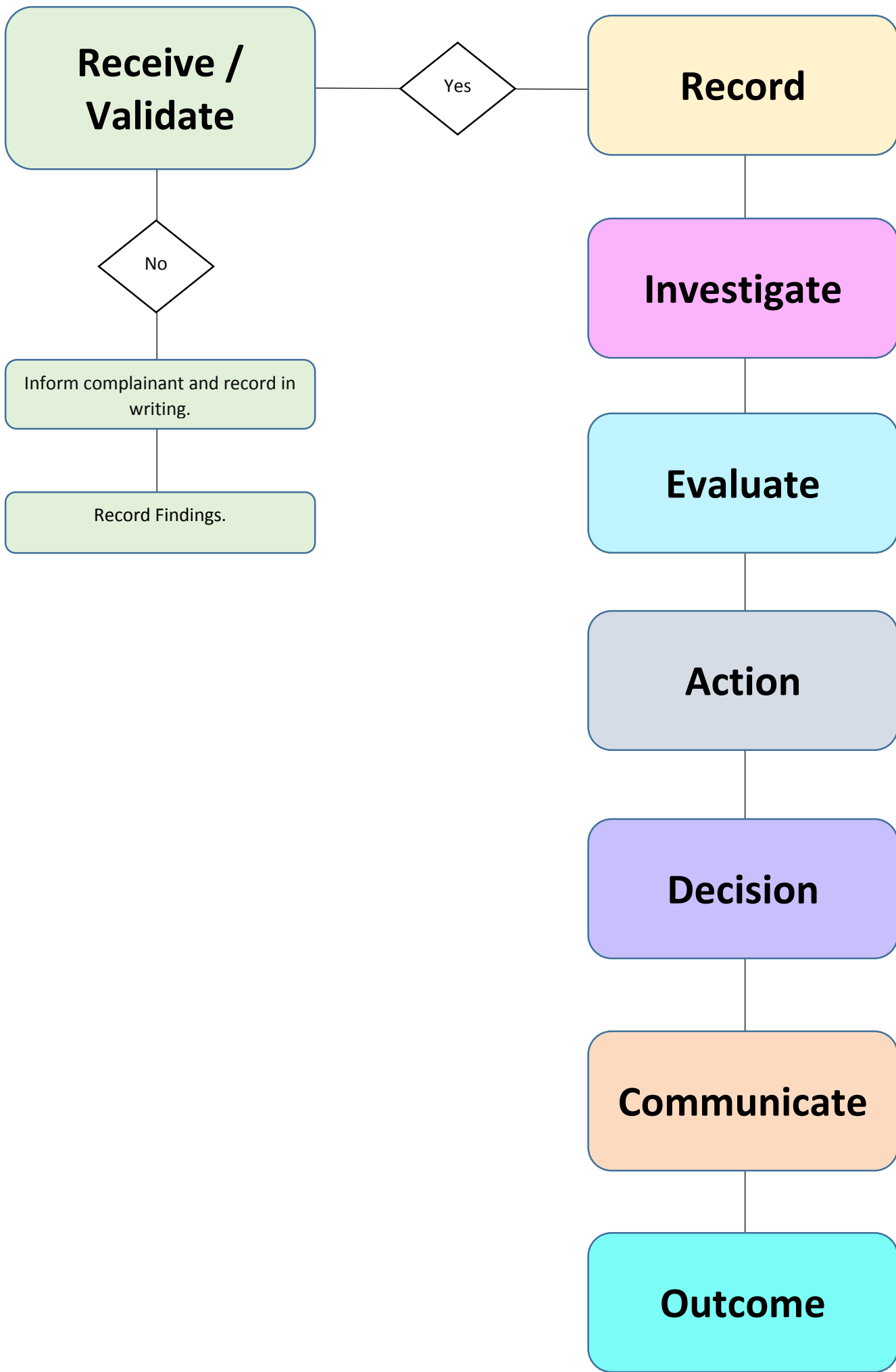


Complaints and Appeals Process



Complaints and Appeals Process

Stage	Action	Process	Responsibility	Timeframe
A	Receive / Validate	Confirm whether the complaint / appeal is related to the Inspection activities for which the IB is responsible. Nominate a champion to carry out the investigation	General Manager / Quality Manager	Within 1 day of receipt
B	Record	Record complaint / appeal and begin tracking process. Inform client of acceptance	Quality Manager	Within 2 days of acceptance
C	Investigate	Carry out thorough investigation and gather evidence to establish the areas of concern. Document all findings	Champion	Within 15 days
D	Evaluate	Evaluate all facts in order for the complaint / appeal to be assessed. Document all findings	Champion	
E	Action	Determine and carry out actions required in order to resolve the complaint / appeal. Document all findings	Champion	
F	Decision	Make a decision on the complaint / appeal. Document this decision and inform the IB personnel involved of this decision. NB the decision maker cannot have been involved in the original complaint	Champion / Quality Manager	Within 20 days from acceptance
G	Communicate	IB to inform the complainant of the decision and provide formal notice of the end of the complaint and appeals handling process to the complainant or appellant	Quality Manager	Within 2 days of completion
H	Outcome	IB to finalise tracking and recording process and document the outcome of the complaint / appeal	Quality Manager	Within 5 days of completion

Champion – member of Management team who has been nominated to investigate the complaint / appeal.