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	Office	Egypt
	Issue no / Date	02/01 September 24
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	Author / Approver	Mohamed Saleh /Amr Mohamed
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	Author	Reviewed & Approved By
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Position	Quality Manager	Certification Manager
Signature		
Date	September 1,2024	September 1,2024

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1. Scope

The scope of this procedure is to cover to process of receive, evaluate and make decisions on appeals, and complaints related to TANKOIL CERTIFICATION “TKL CER”.

2. Purpose:

The purpose of this procedure to ensure that TKL CER team capable for receiving, validating and investigating the appeals/complaints in effective way as per TKL CER Management system and based on ISO 17021-1:2015 requirement.


3. Responsibilities

- TKL CER is responsible for all decisions at all levels of the appeals/complaints-handling process, through:
 - Certification Manager “CERM”
 - Technical Manager “TM”
 - Quality Manager “QM”
 - Team Leader “TL’

4. Procedures

4.1. Appeals

- When TKL CER receives appeals from its clients or EGAC or other interested parties through Website, email, call, direct meeting, or any other means; QM records it in the form “Appeals/Complaints Register, code: TKL CER-09-PR-05-F01”, and communicate it with the CM.
- CM reviews the appeals, and assign dedicated person within TKL CER who will be engaged in the appeals-handling process and are different from those who carried out the audits and made the certification decisions or any other person who has direct relation with the appeal subject. If the CM was involved in any appeal case, someone else shall manage this case.
- CM ensures that submission, investigation and decision on appeals/complaints shall not result in any discriminatory actions against the appellant by his direct monitoring and follow up the handling process.
- Once the assigned person received the appeals record, he/she does the following:
 - 1) notify the appellant acknowledge receipt of the appeal and acknowledge him/her with progress reports and the result of the appeal/complaint.
 - 2) do gathering and verifying all necessary information to validate the appeal.

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3) Do necessary investigation of the received appeal, the output includes proposed correction, root cause, and proposed corrective action to prevent recurrence of this appeal taking into account the results of previous similar appeals.

4) send the output to the CM or TM to make the decision on the correction and corrective action.

- The assigned person does follow up of the implementation of both correction and corrective action, and registers the appeal in form “appeal tracking form, code: **TKL CER-09-SP-05-F02**” to facilitate the tracking the actions undertaken to resolve them till closing.
- The assigned person communicates the decision with the appellant
- The assigned person gives formal notice to the appellant of the end of the appeals handling process

4.2. Complaints

- When TKL CER receives complaints from its clients or EGAC or other interested parties through Website, email, call, direct meeting, or any other means; QM records it in the form “Appeals/Complaints Register, code: **TKL CER-09-PR-05-F01**”, and communicate it with the CM.
- Upon receipt of a complaint, TKL CER-QM confirm whether the complaint
 - 1) relates to certification activities that it is responsible for and, if so, shall deal with it, and record it on “Appeals/Complaints Register, code: **TKL CER-09-PR-05-F01**”.
 - 2) relates to a certified client, then examination of the complaint considers the effectiveness of the certified management system.
- Any valid complaint about a certified client, TKL CER-QM send formal email to the certified client in question within 7 working days for clarification that will be verified and validated by the TKL CER-TM/CM before taking any actions.
- For valid complaints relates to certification activities,
 - 1) CM reviews the complaints, and assign dedicated person within TKL CER who will be engaged in the complaints -handling process and are different from those who carried out the audits and made the certification decisions or any other person who has direct relation with the complaint subject. If the CM was involved in any complaint case, someone else shall manage this case.
 - 2) CM ensures that submission, investigation and decision on complaints shall not result in any discriminatory actions against the appellant by his direct monitoring and follow up the handling process.
- Once the assigned person received the appeals/complaints record, he/she does the following:
 - 1) notify the appellant acknowledge receipt of the complaint and acknowledge him/her with progress reports and the result of the complaint.

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2) do gathering and verifying all necessary information to validate the complaint.

3) Do necessary investigation of the received complaint, the output includes proposed correction, root cause, and proposed corrective action to prevent recurrence of this complaint taking into account the results of previous similar complaints.

4) send the output to the CM or TM to make the decision on the correction and corrective action.

- The assigned person does follow up of the implementation of both correction and corrective action, and registers the complaint in form “appeal/complaint tracking form, code: **TKL CER-09-SP-05-F02**” to facilitate the tracking the actions undertaken to resolve them till closing.
- The assigned person communicates the decision with the appellant
- The assigned person gives formal notice to the appellant of the end of the complaints handling process.
- TKL CER determines, together with the certified client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

5. Record Control

- All the records will be retained as per record control procedure, code: TKL CER-10.2.4-PR-07.

6. Related documents

- Appeals/Complaints Register, code: TKL CER-09-PR-05-F01
- Appeals/complaints tracking form, code: TKL CER-09-SP-05-F02”