



HANDLING COMPLAINTS AND APPEALS
Procedure

Code
QM 8.4.0
Version G



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1. PURPOSE

Establish guidelines to follow when a client files a complaint or submits an appeal about the service provided, expediting the most satisfactory response possible, to address the client's concerns.

2. SCOPE

Applies to all complaints and appeals received by customers of the different business units of QSI.

3. ABBREVIATIONS

Not applicable

4. REFERENCE DOCUMENTS

QM 8.4.1 Corrective Actions (Procedure)

5. DEFINITIONS

- **Complaint:** Expression of dissatisfaction made to an organization, with respect to its products or to the process of handling complaints, where an explicit or implicit response or resolution is expected. The term "complaint" may also mean claim/claim.
- **Customer:** Person or organization to whom QSI provides services. Example: private Company, public company (Government), students.
- **Non-compliance:** Failure to meet a specified requirement.
- **Corrective Action:** Action taken to eliminate the causes of nonconformities, defects or other unwanted situation, in order to avoid recurrence.
- **Appeal:** Communication where the client expresses their rejection of the decision made by QSI, regarding the Certification or Training services provided (as appropriate) requesting reconsideration of their position.

6. RESPONSIBILITY

- 6.1 The Top Management of QSI in conjunction with the Leaders of the Certification, Training, and Inspection Areas are responsible for ensuring the implementation of this procedure.
- 6.2 It is the responsibility of the Quality Manager to carry out the respective analysis of the case.

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6.3 It is the responsibility of the Vice president Operations to take the pertinent actions for the resolution of the case

6.4 In all cases, it is the responsibility of the Top Management to verify that all complaints and appeals are handled correctly, impartial and that the appropriate channels are followed to respond to the client or student

7. PROCESS DESCRIPTION

The procedure "Handling Complaints and Appeals, Code QM 8.4.0" will be of public access, it will be available for consultation through the QSI website.

QSI together with the client must determine if, and if so, to what extent, the object of the complaint its resolution should be made available to the public.

7.1 Complaints

7.1.1 Presentation of a complaint

Organizations or people who receive QSI services have the opportunity to present complaints to the company when they feel that the service has not been in accordance with the service requirements and therefore does not meet their expectations.

7.1.2 The QSI website has a space for customers to file complaints/appeals, as applicable.

7.2 Complaint Treatment

7.2.1 Receipt of complaints and investigation

7.2.1.1 Upon receipt the communication, QSI must confirm if the complaint concerns the services and activities for which it is responsible. Once the complaint or appeal has been validated, its investigation and application of corrective actions (if it is determined that the complaint is coming from a non-conforming service) is proceeded.

7.2.1.2 The Quality Manager records the complaint or appeal in the QSI database.

7.2.1.3 Any complaints and appeals will be responded to within 30 calendar days."

7.3 Customer Response

QSI will issue a formal statement to the client through a report in which the results of the analysis of the complaint are indicated, detailing the situation or circumstances that caused the dissatisfaction and, in the cases that correspond, the corrective actions to be implemented to avoid the recurrence of the problem.

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7.4 Appeals

7.4.1 In case the client is not satisfied with the response to the presenting complaint, he has the right to appeal the decision and present the arguments of the case. QSI will proceed to analyze the corresponding evidence from an objective and impartial perspective in order to give a formal and timely response to the client.

7.4.2 The appeal must be registered in the QSI database.

7.4.3 The case must be reviewed and analyzed by the committee who will issue a final decision which will be communicated to the client with the respective justifications and evidence.

8. Records

The information of the client's complaint or appeals must be filed digitally for at least one year.

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PAGE REVIEWS

Review Date	Version	Review Nature	Section	Page	Approval
02/01/10	D	<input type="checkbox"/> Changed general customer feedback by customer feedback from the certification service.	<input type="checkbox"/> 4 ,7.1,7,2 ,2	<input type="checkbox"/> 1, 2, 3	
05/01/12	E	<input type="checkbox"/> Changed the logo and the staff that prepared and approved the document	<input type="checkbox"/> All	<input type="checkbox"/> All	
10/11/13	E	<input type="checkbox"/> Correction of spelling errors for the translation into Spanish.	<input type="checkbox"/> All	<input type="checkbox"/> All	
02/11/15	E	<input type="checkbox"/> The word appeal was added in some paragraphs. <input type="checkbox"/> Added the definition of Non-Conformity and Preventive Action. <input type="checkbox"/> The responsibility for the application of this procedure was clarified. <input type="checkbox"/> More specificity was given to the sections of the form QM 8.4.0.0.1 <input type="checkbox"/> It was defined what type of report will be provided to the client in response to their complaint.	<input type="checkbox"/> All	<input type="checkbox"/> All	
15/09/2017	F	<input type="checkbox"/> The procedural content was adapted to apply to all QSI business units. <input type="checkbox"/> The definition of Complaint was included	<input type="checkbox"/> All <input type="checkbox"/> 5	<input type="checkbox"/> All <input type="checkbox"/> 1	
07/30/2018	G	<input type="checkbox"/> The definition of Client and Appeal is included. <input type="checkbox"/> Responsibilities for handling and resolving complaints and	<input type="checkbox"/> 5 <input type="checkbox"/> 6	<input type="checkbox"/> 1 <input type="checkbox"/> 1	

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		appeals were updated. <input type="checkbox"/> Provision of the Procedure on the website. <input type="checkbox"/> Receipt of complaints and investigation/Complaint Registration A time limit is defined for dealing with complaints. <input type="checkbox"/> Describes where the appeal and its treatment are filed.	<input type="checkbox"/> 7 <input type="checkbox"/> 7 <input type="checkbox"/> 7	<input type="checkbox"/> 2 <input type="checkbox"/> 2 <input type="checkbox"/> 3	

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