



**Dealing with complaints and appeals  
(PD-05)**

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**APPROVEDBY:**  
(Chief Executive Officer)

**Date:01/11/2019**

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Sr. No.	Section name	Section No.	Issue no	Issue date	Rev No.	Rev date	No. of pages

Amendmen		Sec No	Page No.	Issue No.	Date	Rev.No	Date	Amendment Details
N	Date							
1	10/12/2023	b	3 - 4	1	01/01/2019	1	10/12/2023	acknowledge receipt of the appeal and provide to the appellant

**APPROVED BY:**

(Chief Executive Officer)

**Date:**



## Appeals

Any client shall make an appeal to the Chief Executive Officer of ALNOOR in respect of the following: -

- (a) Non-acceptance of client's application for certification.
- (b) Granting, suspending, withdrawing or denying of certification.

ALNOOR shall record all appeals in document FT-33 and acknowledge the receipt of the appeal. All appeals shall be addressed within 30 working days from the receipt of the appeal and ALNOOR shall provide the client with progress reports and the outcome.

All appeals are reviewed by the appeal panel constituted by Chief Executive Officer for each appeal. The appeal panel shall contain at least two members from the ALNOOR's auditor panel who have not been part of the audit and also not involved in certification decision or involved in the subject of the appeal. For appeal against the decision of the Chief Executive Officer the matter shall be referred to the chairman of the impartial committee for constituting the panel and taking the decision.

The appeal panel shall investigate the appeal by looking into the records and/ or talking to the appellant and ALNOOR and shall take a decision taking into account the results of any previous such appeals.



Based on the decision of the appeal panel ALNOOR shall initiate appropriate correction and corrective action and the same recorded in FT-33, register for complaints, appeals & disputes.

ALNOOR shall be responsible for all decisions at all levels of the appeal handling process. The decision on the appeal is reviewed and approved by Chief Executive Officer and is communicated to the client. This completes the appeal process and ALNOOR shall also inform the appellant at this time about the closure of the appeal.

ALNOOR shall ensure that the submission, investigation and decision on appeals shall not result in any discriminatory action against the appellant.

The right of the client to appeal against any decision by ALNOOR is communicated at the time of sending the quotation through document PD-02.

Information about appeal handling process of ALNOOR is made publicly available through web site and/ or document PD-02.

### **Complaints**

Information about complaint handling process of ALNOOR is made publicly available through web site and/ or document PD-02.

The complaint can be made to the Chief Executive Officer by the client or any other interested party in writing giving details of the complaint. The complaint shall either relate to the certification activities of ALNOOR or to the certified client and its activities.

The complaints received are recorded in FT-33 and is acknowledged to the complainant. The Chief Executive Officer shall review the complaint to ascertain the seriousness and the genuineness of the complaint. ALNOOR shall provide the complainant with progress reports and the outcome.

#### **The complaint redress process: -**

#### **Complaints about ALNOOR from the client or third party**

(a) Depending on the nature of the complaint, Chief Executive Officer shall decide to conduct the investigation himself or appoint a complaint panel for each complaint. The complaint panel shall contain at least two members from the ALNOOR's auditor panel who have not been part of the audit and also not involved in certification decision or



involved in the subject of the complaint. Further, the complainant shall be given an opportunity to present the case to the panel in person if he so desires.

(b) The complaint panel shall investigate the complaint by looking into the records and/ or talking to the complainant and ALNOOR shall take a decision taking into account the results of any previous such complaints.

(c) The details of investigation and the correction and the corrective actions identified are recorded in the complaint register. Upon verification on the effectiveness of corrective action taken, ALNOOR shall inform the complainant about the correction and corrective action taken and if the complainant is satisfied with the actions taken the complaint is treated as closed.

### **Complaints about the certified client from its customers or any other third party**

(a) ALNOOR shall inform the client about the complaint received and ask the client to investigate the complaint and report the findings to ALNOOR within two weeks from the date of receiving the complaint by the client.

(b) If ALNOOR does not receive any response from the client or the action taken by the client is not found effective, ALNOOR shall inform the client accordingly and ask for a special audit at the client site by ALNOOR. On confirmation from the client ALNOOR shall conduct a special audit as per ALNOOR procedure, QP-07 and investigate the complaint.

(c) If the complaint is of serious nature ALNOOR shall initiate the special audit directly with the client.

(d) As its policy, ALNOOR shall not disclose the identity of the complaint to the client.

(e) If any action is needed to be taken by the client, ALNOOR shall verify the effectiveness of such action by suitable means appropriate to the gravity of the problem.

(f) If the corrective action taken by the client is found effective ALNOOR shall inform the complainant accordingly and the complaint shall be treated as closed.

ALNOOR shall decide to make public the complaint and its resolution if agreed with client and complainant.



All the complaints received and their status with respect to their resolution are presented in the MRM and the IC meeting.

### **Client feed back**

After every audit (certification, surveillance and re-certification) a feedback from the client is obtained in document FT-34 to assess: -

- >ALNOOR's office responsiveness to client queries at various stages of the certification process.
- >Performance of the audit team.
- >Areas for further improvement.

All the feedback received from the clients is analyzed and appropriate action taken is required.

The actions taken are recorded in FT-34.

A summary of feedback and the findings with corrective action taken are reviewed in MRM and IC meaning.

### **Disputes**

Any dispute arising out of ALNOOR's certification activities shall be first be resolved amicably through discussions and negotiations between the parties. In the event that it is not resolved by the parties, it shall be referred to arbitration. It would be governed by Egyptian Law and the *Arbitration and Conciliation Act*. The decision of the arbitration shall be binding for the both parties.

Records of all the disputes are maintained and reviewed in MRM and IC meeting.