

Quality Procedure

Procedure for Handling Complaint and Appeal

QP 07



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Document No.	QP 07
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1.0 Document Details

Document ID	QP 07
Document Name	Procedure for Handling Complaint and Appeal
Document Owner	Management of Denan Sport Service
Revision No.	0.0
Revision Date	20 th December 2016
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2.0 Approvals

The signatures below certify that this document has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements herein and are committed to ensuring their provision.

Created By	Ms. Maricris Alpajaro	Administration Executive		
Reviewed By	Mr. Nabil Mejri	Management Representative / Operation Manager		
Approved By	Mr. Marwan Mohamed Saad	Executive Director		
	Name	Designation	Signature	Date

3.0 Amendment Record Sheet

Amd. No.	Date of amendment	Page No.	Present		Amended		Nature of change	Brief description of change	Reason for the amendment	Sign.
			Rev. No.	Issue No.	Rev. No.	Issue No.				

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1.0 Purpose

The purpose of this procedure is to describe handling of incident, complaint and appeals received from the candidate / certified person, in house and from other parties.

2.0 Scope

This procedure covers all complaint and appeal received at Individuals by any means, like written, verbal, e-mail etc. It also includes adverse findings during examination.

3.0 Responsibility

3.1 **Administration Executive** is responsible for receiving the complaint and appeal from the certified persons and or other parties.

3.2 He in consultation with the executive director is responsible for handling, validating and analysis of the complaint and appeal to the satisfaction of the certified persons and or other parties

3.3 Operation Manager and Executive Director is responsible for ensuring correction, root cause and corrective actions are taken. Operation manager is responsible for implementing corrective action.

4.0 Description of activity

4.1 Classification

4.1.1 Complaints

Complaints are incidents of grievance or dissatisfaction with **Denan Sport Service** Complaints may be:

- External in nature—raised by candidate / certified persons, suppliers or other affiliated organizations
- written
- verbal
- complaints raised by candidate / certified person's or stake holders

4.1.2 Appeals

Denan Sport Service recognizes that the candidate and or certified person may have some reservations or may not agree with the conduct of technical staff, examination findings, certification decision and or overall interaction with **Denan Sport Service** staff. Candidate and or certified person is free to communicate the same to **Denan Sport Service** Appeal subcommittee and this is treated as an appeal from the candidate / certified person.

4.2 Receipt of Complaints and or Appeal

4.2.1 Complaint and or appeal may be reported by any means – verbal or written and or received via company website and or email.

4.2.2 Administration Executive validates the complaint after checking necessary back-up records or personal interview of examiners / invigilators / staff members (who were involved in to job).



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- 4.2.3 All such complaints and or appeal received by any means or by any one is first of all recorded in the Incident report with the details of;
- Complaint and appeal sr. No.,
 - Mode of receipt,
 - Received by,
 - Name of candidate / certified person / other parties,
 - Description of complaint and appeal,
 - Reference of services against, which complaint and appeal is raised along with the reference, date and other details,
- 4.2.4 Candidate / certified person / other parties' complaint and appeal incident report are issued to the Executive Director for analysing the root cause.
- 4.3 Handling of complaint
- 4.3.1 Executive Director in consultation with Administration Executive analyses the issue to determine if there is system error or person error. He shall determine the root cause and determine correction, corrective and preventive action.
- 4.3.2 The correction is effected immediately to satisfy the complainant. Appropriate action is taken based on discussions (change in procedure / formats, training to all personnel etc.).
- 4.3.3 Administration executive communicate with the complainant at the end of the process detailing the findings and to formally close the complaint. A copy of the correspondence is kept in file for records.
- 4.4 Handling of Appeals
- 4.4.1 Candidate and or certified person, may appeal against the decision. Where an appeal is received, the following procedure will be followed;
- 4.4.2 The Executive Director will hear the appeal and determine the outcome. Results of the appeal will be maintained for future reference.
- Administration Executive will investigate the appeal made and inform the candidate and or certified person about its plan of action for investigation and action there upon.
 - An investigation report (Incident Report) for each individual appeal shall be maintained by the Administration Executive. In case, any further corrective action is required post actions identified and taken based on Incident report – Corrective action procedure QP04 is implemented.
 - A copy of the investigation report shall be sent to the candidate and or certified person.
 - All appeals made are collated and analyzed on a yearly basis.
 - Administration Executive ensures that details with respect to the appellant and actions there upon is not shared with the Examination team members.
 - Executive Director along with Administration Executive ensures that no discriminatory action is taken against the appellant.



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- The candidate and or certified person is made aware of the appeals process and is available to him on request.

4.5 Closing of complaint and appeal

4.5.1 Each complaint and appeal is recorded. The records are maintained by the Administration Executive. When there are copies of written communication, reports and other documents related to a complaint and appeal, these records are organized into a file and are identified with the complaint and appeal number and also having records of the corresponding corrective or preventive actions.

4.5.2 The records of investigations that concern product quality or other test characteristics are maintained by Administration Executive.

4.5.3 Based on analysis of candidate and or certified person complaint and appeal, necessary actions are taken and candidate and or certified person is replied for closing the complaint and appeal.

4.5.4 Executive Director along with Administration Executive identifies need for taking corrective and preventive action to prevent such complaint and appeal in future and accordingly concerned person is informed.

4.5.2 All the complaint and appeal received by company will be closed within 30 working days after receipt of the complaint and appeal. Executive Director is authorised for closing of complaint and appeal.

5.0 References

5.1 QP04 Procedure for corrective and Preventive action

6.0 Enclosures Nil

7.0 Records

7.1 F20 Incident Report

7.2 F21 Incident log