



DISCRIMINATORYACERTA ME

# M 100 PROCEDURE FOR MANAGING COMPLAINTS, APPEALS AND DISCREPANCES IN INTERPREATATION

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ACERTA ME

9.2020

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## PROCEDURE FOR MANAGING COMPLAINTS, APPEALS AND DICREPANCES IN INTERPRETATION AIM AND OBJECTIVE

The objective of this procedure is to describe the steps that are being implemented in resolving complaints and appeals, monitoring handling complaints and appeals, as well as the implementation of the required procedures in case of discrepancies in the interpretation.

The objective of this procedure is described the complaints / appeal process within Acerta ME as well as process of resolving appeals relating to Acerta ME activities, as well as complaints received from stakeholders, and refer to the client. It also prescribes how to treat if it comes to discrepamces in the interpretation.

### SCOPE

This procedure applies to all Acerta ME activities (certification ,Person certification, inspection , ~~training~~, Lab testing) .

### RESPONSIBILITIES

Director.

Executive Managers

~~Head of departements~~

Quality manager.

Certification / Person certification Decision Maker

Every Acerta ME' client and all the interested parties have the right to complaint/appeal in the case that the process of activity has not carried out in accordance with the standard requirements that apply to this area.

Complaints detcted whenever the client expresses dissatisfaction over a decision related to a task related to the tasks of Acerta ME; i.e. granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification, or any other unacceptable situation arising out of ~~QMS~~ Acerta ME activities with the client, and the client expects a response.

While appeal detcted whenever the client requests a decision related to a task related to the tasks of Acerta ME to be reconsidered; i.e. granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification.

For effective resolution of complaints and appeals ACERTA ME holds:

- publicly available information as to where, when and how they can make complaint and appeal [www.acerta-me.com/Complaints-appeals](http://www.acerta-me.com/Complaints-appeals)
- the applicant informed immediately by e-mail upon receipt of complaints and appeals to the resolution of the ongoing and in what time to expect a response,

Ameded by : Quality Manger

Approved: Director



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- Policy and objectives of complaints and appeals processing,
- The process of resolving complaints and appeals for applicants are free of charge,
- information of the complaints and appeals are kept confidential,
- rules, methods, best practices available in resolving complaints and appeals according to reach case separately,
- informed the applicants of complaints and appeals on all the measures taken.

#### Reception and recording complaints / appeals

The complaint may be made in any manner that is most suitable to applicant (phone, fax, E-mail, the official letter sent by post to the address), while appeal has to be addressed formally through the official email for ACERTA Middle East ([info@acerta-me.com](mailto:info@acerta-me.com)) or directly to the director or the executive managers.

Upon receipt of a complaint from the client, a knowledge of receiving complaint e-mail shall be sent to the customer by the quality manager or the director.

Upon receipt of a complaint from the client, the Quality Manager within 3 working days, inform the client about the investigation result for the complaint.

Upon receipt of an appeal from the client, the Quality Manager within 30 working days, inform the client about the investigation result for the complaint

Upon receipt of complaints ACERTA ME determines whether the complaint relates to service activities for which it is responsible, and if so it must be taken into consideration. If the complaint relates to service activities then in investigation complaints must consider the effectiveness of the solving.

The complaint / appeal can be received by any personnel of ACERTA ME, but the responsible for processing is the director or other person indicated by the Director for example the quality manager and/or the executive managers. Since the complainant / appellant need to clearly define what on complaints/ appeals, to be a solution effectively and efficiently solved.

Note: the text of the audit report and comments on the preliminary text of the audit report are not considered complaints / appeals.

- complaint/appeal that arrives in writing shall be introduced to the ACERTA ME appeal form **F1/M 100** or through the email, and it would be the responsibility of the quality manager to record the complaint/ appeal on the form **F1/M300**.

- complaint/appeal that arrives via e-mail is printed, and attached to the completed form to appeal.

- telephone/verbally received the complaint / appeal to be written in complaint/appeal form by the person who received it.

- Identification number of complaint/appeal is granted according the date of the arrival in the year.

- The register of complaints / appeals is managed by ~~Director~~ quality manager in the form **F 2 / M 100** records of complaints / appeals. The respective records of complaints is **are** available also to the administrator who is responsible for its archiving and storage.



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**Collection of information on the subject of complaint/appeal**

Quality Manager determines the subject of the complaint / appeal and the persons responsible for the process to which the complaint relates.

Depending on the subject of the complaint / the appeal, Quality Manager, collects all the information necessary to resolve the complaint / appeal. These may include: audit records, contract, checklists, audit report, standards, documentation of quality management system ACERTA ME or Laboratory testing report and other

As an important source of information can be used auditors who carried out the audit with a client who filed a complaint / appeal. Auditors who carried out the audit which is the subject of the complaint / appeal shall not be involved in resolving complaints / appeals of that client.

**Evaluation of complaint/appeal**

Any complaint/appeal is resolved with a very professional approach. Evaluated by severity, using the following matrix:

Criteria	The severity of complaint / appeal	Complexity for solving	Responsibility for solving	Important of complaint
Low	-No consequence for the client's management system, product certification, no consequence for the Laboratory testing report, no consequence for the food inspection report, no consequence for the social compliance, no consequence for the training, -No consequence for the management system of ACERTA ME  <u>No consequence for the client's management system, Person certification , no consequence for the</u>	Problem will be solved by correction	Quality manager  specific departement manager	Low importance; No needed CA



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Criteria	The severity of complaint / appeal	Complexity for solving	Responsibility for solving	Important of complaint
	<u>Laboratory testing report, no consequence for the food inspection report, no consequence for the social compliance, no consequence for the training.</u> <u>-No consequence for the management system of ACERTA ME</u>			
Middle	-Can have impact to the client. -Can have impact to the management system / <u>person certificate</u> of ACERTA ME -	May be is necessary to form ACERTA ME team for solving	Director, Executive managers, Quality manager, specific departement manager	Middle importance; CA are needed to be performed
High	-There is consequence for the client -There is consequence for the management system/ <u>person certification</u> of ACERTA ME	For solving is necessary to form ACERTA ME team plus or not external persons, organizations	Director, Executive managers, Quality manager, specific departement manager	CA has to be performed and the QMS has to be reviewed which refers to the process which is subject of the complaint.

Director or the executive managers approves the decision in the form for complaint/appeal.

**Taking actions**

If the objective treatment establishes that the complaint/appeal is founded, ACERTA ME must take appropriate actions:

- Corrections - to correct the resulting errors,
- Corrective actions - in order to eliminate the cause of the fault.

Note: When resolving complaints can be used the results of previous similar complaints.



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The flow of processing complaints / appeals is recorded in the form of appeal.

Corrective actions are identified and implemented in accordance with the **M 400** Procedure for corrective action.

The deadline for the implementation of corrective action vary from the same day to a maximum of 28 days (high hazard), 10 to a maximum of 15 days (medium hazard) and 7 days (small, with no impact), and foresee the necessary resources for their implementation

appellant About the measures taken and special, Quality Manager officially notify the complainant / appellant, delivering information via email, mail or fax.

#### **The satisfaction of the complainant / appellant**

Upon receipt of the Decision on complaints / appeals, the complainant / appellant confirms if accepts the submitted decision.

Clients of ACERTA ME are familiar with the mechanism for filing complaints / appeals through documents on the web pages.

If the complaint/appellant does not accept the decision, the case is submitted to the safe guarding committee (Board of experts), whose decision is final in terms ACERTA ME.

The quality manager responsible for keeping all the records on the handling of complaints.

The entire procedure for resolving complaints and appeals, including the receipt, investigation and decision on complaint/appeals in no case should not result in any discriminatory measure against the complainant. formal notice

ACERTA ME together with it certified client which is a subject of the complaint, determine if, and in which level, the subject of complaint/appeal.

#### **RELATED DOCUMENTS**

**M 400** Procedure for preventive and corrective actions

**F 1/ M100** Form for complaint/appeal

**F 2 / M 100** Register for complaint/appeal