

QUALITY SYSTEM PROCEDURE

Doc Id and Rev: ISI-QP-010 Rev 01

Issue Date: 20/06/2024

Title: Client Complaints and Appeals Process

Once printed this document is to be considered uncontrolled and for reference only

Originator: M Grist – (Quality Manager)

Approver: C Reynolds (Quality Consultant)

1. PURPOSE

The purpose of this process is to advise clients of Industrial Safety Inspections Limited how to raise a complaint or appeal relating to the operations of ISI. The process also outlines the expected response times relating to acknowledgement and resolution of the complaint or appeal.

2. DEFINITIONS

Complaint:

A complaint is any issue where the client feels the service provided has fallen short of the contractual agreement or the expectation of the client.

Appeal:

An appeal can be defined as any request by the customer to reconsider the decision, or outcome of an inspection carried out by the Inspection Body. This procedure shall be made available to all relevant parties upon request.

3. PROCESS

- I. Any client or potential client can raise a complaint or appeal.
- II. Visit the Industrial Safety Inspections Limited website (www.isisafety.com) and using the CONTACT US button which is available from any page of the website.
- III. Choose the option to raise a complaint or appeal.
- IV. Complete the form with the required details.
- V. Submit the form.

4. RESPONSE EXPECTATIONS

After submitting your information you will receive an acknowledgement within 2 working days to confirm who will be investigating your issue.

We would expect to investigate and provide a written respond to your issue within 20 working days. Should we require longer we will keep you informed as to progress.

5. ASSOCIATED DOCUMENTS

ISI-QP-007 Complaints and Appeals Procedure (copy available upon written request).