

4.1 Appeals

4.1.1. Any client shall make an appeal to the general manager of **SSC** in respect of the following:-

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

4.1.2. **SSC** shall record all appeals in document F/SSC-OP-12-01 (Register for appeals, complaints and disputes) and acknowledge the receipt of the appeal. All appeals shall be addressed within 30 working days from the receipt of the appeal and **SSC** shall provide the client with progress reports and the outcome.

4.1.3. All appeals are reviewed by the appeal panel constituted by general manager for each appeal. The appeal panel shall contain at least two members from the **SSC** '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 Managing Director the matter shall be referred to the chairman of the impartial committee for constituting the panel and taking the decision.

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

4.1.5. Based on the decision of the appeal panel **SSC** shall initiate appropriate correction and corrective action and the same recorded in F/SSC-OP-12-01, register for complaints, appeals & disputes.

4.1.6. **SSC** shall be responsible for all decisions at all levels of the appeal handling process. The decision on the appeal is reviewed and approved by general manager and is communicated to the client. This completes the appeal process and **SSC** shall also inform the appellant at this time about the closure of the appeal.

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

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

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

4.2. Complaints

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

4.2.2. The complaint can be made to the general manager 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 **SSC** or to the certified client and its activities.

4.2.3. The complaints received are recorded in F/SSC-OP-12-01 and is acknowledged to the complainant. The general manager shall review the complaint to ascertain the seriousness and the genuineness of the complaint. **SSC** shall provide the complainant with progress reports and the outcome.

4.2.4. The complaint redress process:-

4.2.4.1. Complaints about **SSC** from the client or third party

(a) Depending on the nature of the complaint, general manager 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 **SSC** '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 **SSC** shall take a decision taking into account the results of any previous such complaints.

Originated by: SSC	Issue: 2	Issuance date: 01.03.2018	Prepared by: Eng. Shima Mousa	SSC-PD-04
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(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, SSC 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.

4.2.4.2. Complaints about the certified client from its customers or any other third party

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

(b) If SSC does not receive any response from the client or the action taken by the client is not found effective, SSC shall inform the client accordingly and ask for a special audit at the client site by SSC. On confirmation from the client SSC shall conduct a special audit as per SSC procedure, SSC-OP-06 and investigate the complaint.

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

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

(e) If any action is needed to be taken by the client, SSC 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 SSC shall inform the complainant accordingly and the complaint shall then treated as closed.

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

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

4.3. Client feed back

4.3.1. After every audit (certification, surveillance and re-certification) a feedback from the client is obtained in document F/SSC-OP-11-16 to assess:-

> SSC 's office responsiveness to client queries at various stages of the certification process.

>Performance of the audit team.

>Areas for further improvement.

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

4.3.3. The actions taken are recorded in F/SSC-OP-11-16.

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

4.4. Disputes

4.4.1. Any dispute arising out of SSC 's certification activities, shall be settled by private negotiations between the parties, and if this is not possible it shall be referred to the relevant Egyptian courts & The decision shall be binding for the both parties.

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

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