

TITLE: QP5 – COMPLAINTS, APPEALS & NON-CONFORMANCE MANAGEMENT.

The Technical Manager supported by the Management Team is responsible for the implementation of this process. Complaints & appeals which are associated with “inspection & certification” are treated as confidential. Only the parties involved in the complaint / appeal are included & consulted under these conditions.

This process is available to all interested parties

All complaints, appeals and service defects identified within LRQA will be formally recorded and investigated by the TM or nominated staff, with suitable correction & corrective action being planned and undertaken. Note if the TM has been involved with the inspection / examination then a Deputy Technical Manager™ will assume responsibility to maintain impartiality.

The TM will agree, prioritise and authorise actions prior to them being carried out and monitor their effective and timely completion. This also extends to implementing necessary actions where corrective actions are not satisfactorily achieved in a timely manner.

LRQA adopt the view of: if a mistake has been made and a lesson can be learned – it is worthy of being recorded.

Risk consideration
NB. Where considered appropriate, for example where a complaint / appeal may result in risks to the business, the company's Risk Mitigation plan (QF/2.1) will be reviewed / updated to reflect the risk identified

QF/2.1

The TM will ensure all complaints & appeals associated with inspection & certification are handled independently by individuals not involved in the initial decision making. Any submission, investigation & decision will not result in discriminatory actions against the appellant.

QP3 & QF/5.1

Complaints, Appeals, External NCR's & Service defects can be identified through all of the categories defined below. In this situation, a Non-Conformance Report may be generated to manage the issue. Thorough investigations will take place not only to identify root causes & corrective actions / correction but also to identify if the process failure has resulted in a “knock on” problem. Internal audits can also identify actual / potential process failures. This is managed in accordance with QP3.

Note! LRQA-CASL adopts the LRQA Group Process for internal and external complaints and Appeals.

NCR's can be managed under that process.

These are broken into 3 general categories:

The methods of identifying and recording non-conformances are detailed within this procedure.

Internal & Potential Complaints.

Supplier / Sub Contractor Complaints.

Customer Complaints / Appeals / External.

Internal & Potential Complaints.

Internally identified incorrect or defective service can be discovered by staff during the planning stage

Examples include but are not limited to:

- Poor Planning
- Clashing of appointments / double booking
- Equipment resources
- Impartiality issues

Issued By: Paul Karim

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Signature:





