


Control of Amendments

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	Prepared by	Reviewed By	Approved by
Name			
Position	Technical Manager	Certification Manager	Certification Manager
Date			

	<div>EGCS Certification</div> <div>Complaint Handling Process</div>	<div>Doc. Code:EGCS- 9.8-PR-06</div> <div>Issue No.:01,</div> <div>Effective Date:01/01/2025</div> <div>Rev. No/Date:00, 00/00/20--.</div> <div>Page:2 of 4</div>
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## 1. Scope

- The scope of this procedure is to cover the process of receive, evaluate and make decisions on complaints related to EGCS CERTIFICATION “EGCS” activities.

## 2. Purpose:

- The purpose of this procedure to ensure that EGCS team capable for receiving, validating and investigating the complaints in effective way as per EGCS Management system and based on ISO 17021-1:2015 requirement.

## 3. Responsibilities

- EGCS is responsible for all decisions at all levels of the complaints-handling process, through:
  - Certification Manager “CERM”
  - Technical Manager “TM”
  - Team Leader “TL”

## 4. Complaint Handling Process

### 1) Scope

- This procedure applies to all complaints and disputes arising from EGCS's services or the certification process, except for:
  - Decisions related to certification (appeals process applies)
  - Certified individuals
  - Alleged legal, financial, or regulatory issues (handled by legal authorities)

### 2) Definitions

- **Complaint:** An expression of dissatisfaction with EGCS's product, service, or complaints process, requiring a response or resolution.
- **Complainant:** The person, organization, or their representative filing the complaint.
- **Dispute:** A disagreement arising from a complaint, escalated to a third party.

### 3) References


- ISO/IEC 17021-1:2015, clause 9.8 – Complaints

### 4) Who Can File a Complaint?

- Anyone can file a complaint against EGCS's services, including:
  - Clients
  - Non-Clients

### 5) Submitting a Complaint

- Complaints can be submitted through the EGCS website by email or submit the form “**Complaints Register EGCS-9.8-PR-06-F01**”. To ensure proper recording, please provide the following information:
  - Name

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- Email
  - Phone Number
  - Location
  - Complaint Category (EGCS Client/Non-EGCS Client)
  - Client Name (if applicable)
  - Reference Number (Certificate Number, Client Number, Contract Number, etc.)
  - Description of Complaint
- EGCS has a clause in its client agreements outlining the complaint process and how to access complaint status updates.
  - All complaints, regardless of target (EGCS or certified organization/person), will be taken seriously and investigated.
  - If complaints are received without form, EGCS will fulfil it in the form “**Complaints Register EGCS-9.8-PR-06-F01**”.
  - CERM must ensure that submission, investigation and decision on complaints must not result in any discriminatory actions against complainant.

## 6) Acknowledgement Complaints

- EGCS will acknowledge receipt of each complaint within three business days via email.

## 7) Initial Assessment of Complaints

- Upon receipt, the CERM will assign dedicated person(s) within EGCS who will be engaged in the complaints-handling process and are different from those who carried out the audits and made the certification decisions or any other person who has direct relation with the complaint subject. If the CERM was involved in any complaint case, someone else shall manage this case.
- The assigned qualified EGCS member(s) will assess the complaint based on urgency, severity, complexity, and potential need for immediate action. The assessment will be shared with the Complaint Handling person(s). Urgent complaints will be addressed promptly.


## 8) Investigation of Complaints

- The Complaint Handling person(s) will do investigation that may include reviewing records, interviewing the complainant, and analyzing all available information. The investigation details and identified actions will be documented.
- **Confidentiality Note:** EGCS protects complainant information. However, under certain circumstances, others may need to review complainant complaint, so, EGCS is committed to the confidentiality terms as per the agreement.

## 9) Response to Complaints

- Following the investigation, EGCS will provide a response. This may involve corrective actions to address the issue and prevent future occurrences. If immediate resolution is not possible, EGCS will outline a plan for reaching a solution as soon as feasible.
- The investigation results will be communicated to the complainant and any involved parties, both in writing and verbally if possible (subject to confidentiality restrictions).

## 10) Communicating the Decision

	<h1 style="text-align: center;">EGCS Certification</h1> <h2 style="text-align: center;">Complaint Handling Process</h2>	<p> <b>Doc. Code:</b> EGCS- 9.8-PR-06  <b>Issue No.:</b> 01,  <b>Effective Date:</b> 01/01/2025  <b>Rev. No/Date:</b> 00, 00/00/20--.  <b>Page:</b> 4 of 4 </p>
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- EGCS will promptly communicate the decision or any actions taken regarding the complaint to relevant parties, including the complainant and involved personnel.
- For complaints with public interest implications, EGCS will consult with the complainant to determine if making the complaint and its resolution publicly available is necessary.

### 11) Complaints Closure

- If the complainant accepts the proposed resolution, the decision or action will be implemented, and the complaint will be closed.

### 12) Dispute Management

- If the complainant rejects the proposed resolution, the complaint will remain open. The complainant will be informed of alternative internal and external dispute resolution options.
- EGCS will continue to monitor the complaint until all reasonable internal and external options are exhausted or the complainant is satisfied.
- Disputes arising from complaints will be settled through negotiation. If negotiation fails, the options are:
  - Arbitration as per relevant jurisdiction legal acts.
  - Filing the complaint with EGCS's accreditation board.
- The arbitration decision will be binding on both parties. Dispute records will be maintained and reviewed in management review meetings.
- The EGCS will track the complaints process by using ***"Complaints Tracker, code: EGCS-9.8-PR-06-F02"***

### 13) Customer Feedback

- EGCS solicits feedback from clients after audits (certification, surveillance, and re-certification) to:
  - Assess audit team performance
  - Measure customer satisfaction
  - Identify areas for improvement
- All feedback is analyzed, and appropriate actions are taken. A summary of the feedback, findings, and corrective actions is reviewed in regular management.

## 5. Related documents

- Complaints Register, code: EGCS- 9.8-PR-06-F01
- Complaints Tracker, code: EGCS- 9.8-PR-06-F02