

### **Introduction:**

1. This procedure shall be adopted in the following situations:
  - a. Customer Complaint: This is where Interface has received a specified complaint from a client or an interested party against Interfaces services or in relation to the activities of a Client.
  - b. An Appeal made by a client or interested party on an audit finding or Certification Decision made by Interface or persons acting for it on its behalf.
2. For the purpose of this procedure a Customer Complaint or an Appeal shall be referred to as a "Complaint" throughout this procedure.

### **Procedure:**

3. Where a Complaint is received by Interface this shall be directed to the Quality Manager for appropriate action.

The Quality Manager shall:

- a. Request from the Complainant that the specific details are submitted to Interface in a documented form, this can be either through a formal letter or emailed to [info@interface-nrm.co.uk](mailto:info@interface-nrm.co.uk) including any appropriate records or evidence.
- b. Document the Complaint as a nonconformity and record any actions, decisions and maintain records as appropriate as part of this nonconformity record.
- c. Respond to the Complainant immediately up on receiving a documented complaint to acknowledge its receipt and provide an overview of the intended course of action and timelines.
- d. Conduct an investigation with 2 weeks of receiving a documented complaint, compiling appropriate evidence from Interface Records and statements from individuals involved in the Complaint.
- e. Ensure where appropriate Correction and/or Corrective Action is implemented to resolve the Complaint satisfactory for both the Complainant and Interface.
- f. Conduct a review after a satisfactory period of time (no more than 4 weeks from the initial investigation) on the actions taken, any further actions required

the Quality Manager is to ensure these are implemented and reviewed for effectiveness within a defined time.

- g. Update the Complainant on the progress of the Complaint at all stages and shall verify the satisfaction of the Complainant on the resolution of the actions taken.
4. Where the Complainant is not satisfied after corrective actions are taken or where the Quality Manager assesses the appropriateness, the complaint shall be referred to a Review Panel for assessment.
5. The Review Panel shall consist of as a Minimum, a member of the Impartiality Committee, other members of the Impartiality Committee and/or employees of Interface may also sit on the panel, however Interface employees must not have been involved with the Complaint, the initial review and where possible not have been engaged in communications or meetings with the Client.

The Review Panel shall:

- a. Independently review the Complaint using records provided by Interface and the Complainant.
- b. Seek further clarification or evidence through interviews with staff, interested parties and the client as appropriate.
- c. Provide a written report to Interface, recommending the actions required to resolve the complaint.
- d. Review actions taken by Interface and engage with the Complainant on the resolution of the Complaint.
- e. Refer the Complainant to the details of the Arbitration Act (ACAS) should there be the requirement.

Complaints and Appeals Process

V2.1

