



فرونٲير سيرٲفكيشن انٲرناشيونال ذ.م.م.
Frontier Certification International L.L.C.

CUSTOMER SATISFACTION, FEEDBACK, COMPLAINT AND APPEALS PROCEDURE

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1.0 Context to the Organisation

1.1 Purpose

The purpose of this procedure is to establish processes for managing customer satisfaction levels to ensure they are as high as possible. As a company based in the "service provision" sector, it is essential that client's needs and expectation are met; failure to do so can have a significant impact on the company's reputation and commercial position.

The Purpose of this procedure is to also cover additional requirements as per ISO/IEC 17020:2012.

1.2 Scope

The scope of this procedure covers all the activities of the organization. It is also applicable to all customer or third-party complaints and handling and analysis of the same.

1.3 Interested Parties

As Identified in the IMS Manual- L1-IMSM-01.

Our interested parties, as a minimum, expect us to;

- Do our utmost to maximise customer satisfaction,
- Be able to take appropriate and timely corrective actions in light of customer dissatisfaction (including complaints) and
- Proactively assess with a view to improving customer satisfaction on an ongoing basis.

2.0 Definitions

All Definitions in this document are determinable from ISO 9000:2015- Quality Management fundamentals & Vocabulary. Some of the definitions applicable are;

Customer Complaint

An expression of dissatisfaction by a customer employing the services of Frontier Certification International that requires a response to an incident or series of incidents.

Customer Feedback

Positive or negative feedback received from a customer based on the service received by the Frontier Certification International. This includes comments, commendations, criticisms, advice and pointers where no response is required but information can be used to improve the overall service provided.

Appeal

Request by the provider of the item of inspection body for reconsideration by that body of a decision it has made relating to that item

3.0 Risks and Opportunities

From a business perspective, our clients are the single most important consideration as without them, we would not be able to exist. Poor levels of customer satisfaction threaten both the company's commercial interests and its reputation, causing irreparable damage.

General risks that can arise from poor management of customer satisfaction include:

- Loss of clients for both existing contracts and future work due to lack of confidence in the company's ability to perform activities as required.
- Negative effect on the reputation of the company throughout the industries in which the company operates.
- Repetition of the same issues time after time, lowering customer satisfaction and confidence in the company.



- Negative commercial impact from poor service provision including non-payment for work undertaken and loss of clients.

Opportunities that may arise from thorough implementation of this procedure may include:

- Increased confidence from our clients that we are focused on providing them with the best possible level of service.
- Ability to proactively address issues that negatively impact customer satisfaction before they become critical and lead to damage to the company's reputation and/or commercial position.

4.0 Responsibilities

S/I	FUNCTION	RESPONSIBILITY
1.	Ensuring Tender and Contract Review procedure is complied with.	General Manager, Executive Manager, Quality Manager, Technical Managers or Deputy Managers
2.	Identifying and reporting customer complaints to Quality Manager	All Staff
3.	Registering the customer complaint in the NCR Register.	Executive Manager, Quality Manager, Technical Managers or Deputy Managers
4.	Addressing customer complaints as defined in procedure L2-PRC-003.	Executive Manager, Quality Manager, Technical Managers or Deputy Managers
5.	Responding to complaints and providing feedback of corrective action taken.	Executive Manager, Quality Manager, Technical Managers or Deputy Managers
6.	Recording customer-related feedback in the Customer Feedback Register	Executive Manager, Quality Manager, Technical Managers or Deputy Managers
7.	Reviewing the Customer Feedback Register on a regular basis and if necessary, escalating feedback to a complaint.	Executive Manager, Quality Manager, Technical Managers or Deputy Managers
8.	Ensuring that customer feedback surveys are sent out to all clients and reviewing the feedback.	Executive Manager, Quality Manager

5.0 Customer Satisfaction Procedure

5.1 Customer Needs and Expectations:

It is essential for all departments to ensure that the customer needs are identified and expectations met and wherever possible, exceeded. As such, it is essential that the Tender & Contract procedure is complied with fully and all processes are undertaken including the reviews at both tendering and contract issue stages as well as holding client meetings. This ensures that the local offices are aware of the client requirements, especially those that fall outside standard service provision and can plan to meet them accordingly.

5.2 Customer Complaints:

All complaints received by Frontier Certification International office shall be entered into the NCR Register on the Intranet with the applicable categorization of a "Customer Complaint" in the manner defined in the Non-conforming Service & Corrective Action procedure.



Details including the client/complainant name and a brief summary of the complaint shall be entered and an appropriate selection from the "Complaint Type" dropdown field must be selected. Any pertinent communications between the FCI Office and customer shall be collated into one electronic file and added as an attachment to the complaint log entry and maintained in the client/project file (if appropriate).

Once the Customer Complaint has been identified, this non-conformity shall be raised, registered and actioned as defined in the Non-conforming Service & Corrective Action procedure including root cause analysis, close out and effectiveness verification.

All customer complaints must be acknowledged within 24 hours with a confirmation that the complaint is being investigated.

The client shall be advised and updated by the Executive Manager/Quality Manager or Technical Manager of the corrective action taken by the FCI office to address the cause of the complaint and prevent its reoccurrence. Upon confirmation from the customer that the corrective action is satisfactory and closure of the non-conformance, the complaint can be marked as closed on the NCR Register.

The Quality Manager shall carry out periodic reviews of the NCR Register and ensure that all complaints are closed out and the necessary action taken within the estimated time scale. In cases where the complaints are not closed within the targeted dates, new dates will be fixed with sufficient justification which shall be recorded in the NCR and NCR Register.

All the complaints for the period should be reviewed and analyzed during both the local full system internal audits and the annual IMS Management Review meeting (as defined in the Internal Audit & Management Review procedure) to assess any trends in complaints and any changes that are required to be implemented.

5.3 Appeals:

Appeals Received in writing shall be maintained on the client folder and recorded in Appeals Register.

The Appeal shall be acknowledged in writing within 7 days of receipt. If requested, regular updates/progress reports shall be provided to the appellant.

An Appeal Organization shall be selected on the following grounds:

- They form no part of Frontier Certification International.
- Act under legally delegated authority
- Is a competent body
- Has adequate insurance
- Has not been involved with the appellant
- Must be able to maintain impartiality
- Must be able to maintain confidentiality and willing to agree to confidentiality agreement.

The evidence and details of the appeal compiled by Frontier Certification International will be reviewed and assessed for validity by the appointed company.

Details of the assessment, decision and any actions (including dates) will be recorded in the Minutes of Appeals Meeting.

Copies of all the documentation shall be retained.

The Top Management i.e. General Manager & Executive Manager will make decision based on the final report and no further appeals will be allowed.



The appellant shall be informed in writing the results of the appeal, with any resultant actions detailed. If no further actions are required by Frontier Certification International, the letter shall provide formal notice of closure of the appeal.

If the appeal is upheld, any action required of Frontier Certification International shall be completed in a timely manner.

Upon completion of required activities, a formal notice of closure to the appeal shall be sent to the client with details of completed activities.

The appeals process including investigation and decision shall not result in any discriminatory action.

Any complaints made against Technical Manager or Quality Manager, the same shall be handled by the Executive Manager.

Note- The Details of the complaints and appeals process shall be referenced in the terms and conditions document. The terms and conditions document shall be available to any interested party upon request. Copies of this procedure i.e. Customer Satisfaction, Feedback, Complaints and Appeals Procedure shall be made available to complainant if requested.

5.4 Customer Feedback:

All customer feedback, both positive and negative relating to the service provided by the Frontier Certification International shall be recorded into the Customer Feedback Register, which shall be maintained locally.

All staff shall pass any client feedback to their Line Manager/Managers for review and recording.

Quality Manager shall ensure that the responsible Personnel records all customer feedback in the register and updates it regularly.

Customer feedback can be received in a variety of ways; via email, verbally, in writing etc but shall all be recorded in the same manner.

The Executive Manager and/or Quality Manager shall review the Customer Feedback Register periodically to assess the comments provided by customers to address any common trends that require action. If necessary, the Executive Manager/ Quality Manager shall escalate a customer feedback to a customer complaint and address in the manner described in paragraph 5.2.

The Customer Feedback Register shall be reviewed during the local full system internal audits and annual IMS Management Review meeting, where the office's strengths and weaknesses shall be discussed and action points to improve the level of service agreed.

5.5 Customer Satisfaction Surveys:

The Executive Manager/Quality Manager shall be responsible for ensuring that Customer Satisfaction Surveys are sent out to all customers at least annually.

The findings from the Customer Satisfaction Surveys shall be collated by the Executive Manager/Quality Manager ahead of the IMS Management Review meeting, where the findings shall be discussed and common trends assessed.

The results of the surveys shall be sent through to the General Manager & Executive Manager for review.



6.0 Communications

Frontier Certification International is responsible for ensuring that there is an effective communication with respects to this procedure. This shall include;

- Reporting complaints to their line manager.
- Acknowledging receipt of complaint within 24hrs.
- Advising of corrective action taken.
- Recording customer feedback of both a positive and negative nature.
- Distributing customer satisfaction surveys to all clients annually.
- Discussing customer satisfaction including complaints, feedback and results of surveys during management reviews.

These communications are taken in traceable format.

7.0 Documented Information

7.1 Associated Documents

- Company Policies
- Control of Documented Information Procedure
- Internal Audit & Management Review Procedure
- Compliance Obligations Procedure
- Tender and Contract Review Procedure

7.2 Records

- Non-Conformance Report
- Non-Conformance Register
- Customer Feedback Register
- Appeals Register
- Terms and Conditions
- Minutes of Appeal Meeting

8.0 Revision History

Rev.	Date	Section	Outline of Change	Authorization
0	01-07-2018	First Issue	First Issue	M. Nabil