

Customer Complaints, Satisfaction and Appeals Handling Procedure



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Amendment Records

Revision Number	Date	Purpose of Revision (Section / Chapter)	Summary of Amendments
A1	10 January 2023	Initial draft	Initial for review
B1	16 January 2023	Internal review	Issue for implementation
B2	04 April 2023	To address NABCB comments	Added clause no 3.1.1
B3	19 July 2023	To clarify the context and mechanism of dealing with complaints & appeals	Clarified

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Contents

1	Purpose	4
1.1	Scope	4
1.2	Definition	4
2	Responsibility	5
2.1	Technical Manager	5
2.2	Management Committee.....	5
3	Procedure	6
3.1	General System.....	6
	Conduct of management committee	6
3.2	Customer Satisfaction.....	7
4	Records	8
List of Tables		
	Table 4-1: Records.....	8



1 Purpose

To define the process of handling and making a decision on appeals/ complaints lodged by Clients or any interested parties against any part of the Inspection Process.

1.1 Scope

- 1.1.1 This document shall apply to all Clients or any interested parties that have lodged a written appeal against the result of an inspection stating that they disagree with the findings.
- 1.1.2 This Procedure does not apply to queries, verbal disputes, or concession requests.
- 1.1.3 This procedure can be activated and followed in event SgurrEnergy is appointed to take additional opinion / work by National Authority.

1.2 Definition

- **Appeal** by the inspection items provider to the inspection body for reconsideration by that body of a decision it has made relating to that item. The appeal may be due to the following reasons:
 - Difference of interpretation of the code or specification
 - Difference in the opinion / decision issued by the QC engineer,
 - A border line case with respect to the acceptance standard.
- **Complaint** expression of dissatisfaction, other than appeal, by any person or organization to an inspection body, relating to the activities of that body, where a response is expected
- **Management committee:** Committee specifically constituted by SgurrEnergy to review the appeal / complaint and give its final decision. The Appeals Committee shall comprise of the Quality Manager, Technical expert chosen by senior Management and acceptable to the appellant, and one other Member of Senior Management.



2 Responsibility

2.1 Technical Manager

- 2.1.1 Shall receive, log in the appeal / complaint register.
- 2.1.2 Receive, analyse and report of customer satisfaction survey forms.
- 2.1.3 Accepted complaint / appeals is forwarded to the management committee
- 2.1.4 Shall ensure that the Appellant is acknowledged of the complaint / appeal and give a tentative time frame for resolution of the accepted appeal / complaints.
- 2.1.5 Shall ensure that the Appeal is discussed within seven days of receipt of the Complainant
- 2.1.6 Shall attend the discussion whenever requested by the Management Committee
- 2.1.7 Shall ensure that all records held are filed in a secure manner using a method that assists confidentiality and retrievable.
- 2.1.8 Shall ensure that the Appellant is informed of the outcome of the complaint resolution / Appeal decision in writing within agreed time frame.
- 2.1.9 Shall ensure that the necessary correction and corrective actions, if any, resulting from the decision of management committee are identified and implemented and closed within the time frame as per correction action procedure.

2.2 Management Committee

To review and investigate, as necessary, and give impartial decision and maintain confidentiality.



3 Procedure

3.1 General System

- 3.1.1 The appeal / complaints shall be reviewed for involvement and applicability of SgurrEnergy inspection / personnel. The same shall be discussed with the source and explained how SgurrEnergy is not involved, and then the appeal / complaint may be rerated and an appropriate suggestion may be issued as applicable.

A description of the handling process for complaints and appeals can be made available to any interested party upon request.

- 3.1.2 All accepted appeals / complaints shall be recorded in the Complaints / Appeals form / register (form No P07 F01) along with the following information:

- a. Appeal / complaint number
- b. Source of Appeal / complaint
- c. Date received
- d. Date of acknowledgement by the QM
- e. Date of meeting
- f. Outcome

All complaints and appeals shall be tracked and recording complaints and appeals, including actions undertaken till it is resolve them before the same is closed.

- 3.1.3 The accepted appeals / complaints shall be acknowledged within 3 days and then taken forward for resolution with the management committee

3.2 Conduct of management committee

- 3.2.1 The management committee shall be selected as additional resources to review and give the independent view / opinion, in order to initiate the final decision on the Appeal /complaint.

- 3.2.2 The management committee shall ensure that the selected member is impartial and does not have a conflict of interest, that can adversely affect the impartial investigation and the decision making process.

- 3.2.3 All evidences and documents will be available for their review and a decision made on the validity of the appeal.

- 3.2.4 May choose to re-inspect, visit/ revisit or interview any person involved in the Inspection process.

- 3.2.5 The TM in consultation with the management committee shall identify the root cause. The decision on the matter is recorded in the meeting minutes.

- 3.2.6 The Independent Experts and other Committee members within the body shall maintain impartiality, conflict of interest and the confidentiality. Any investigation and decision on appeals shall not result in any discriminatory actions.

- 3.2.7 The decision of the Appeals Committee and the findings are final and no further appeal will be allowed. This is made known within the Terms and Conditions, are accepted by both parties before the Appeals Committee starts its work.

- 3.2.8 TM shall ensure all the records of the Appeal are stored in secure manner, confidential and retrievable till such time the matter is resolved fully. The time limit for archiving the appeals record is UNLIMITED as legally required.



- 3.2.9 Investigation is conducted within 30 clear days of receipt of notice of an Appeal.
- 3.2.10 Appeals committee is dissolved after the decision is conveyed to Appellant. The decision is communicated to the complainant or appellant or reviewed and approved, as relevant by, concerned individual e.g. complainant/ appellant, QM and Sgurr Energy management etc. It is ensured that such decisions are taken by personnel who are not directly involved in the original inspection activities in question.
- 3.2.11 A copy of the appeal shall be forwarded to the Board of Directors and in no way are the Board of Directors involved in the decision making since the final decision regarding the appeal rests with the Appeals Committee.
- 3.2.12 Correction or corrective action, if any, resulting from the decision are implemented by TM operation, followed up by QM, verified in internal audits and presented in Management Review Meeting.

3.3 Customer Satisfaction

- 3.3.1 Customer satisfaction level is measured by obtaining feedback from customer through Customer Satisfaction Survey Form No. P07 F03
- 3.3.2 The analysis of this feedback shall be presented in management review meeting.
- 3.3.3 Alternatively, the customer satisfaction shall be measured in the form of
 - a. The % repeat orders or
 - b. Customer's appreciation letters received.
- 3.3.4 Any adverse comment from the customer shall be further clarified and or investigated and then if necessary a corrective action shall be initiated.



4 Records

Table 4-1: Records

Record	Record Reference
Customer Complaint / Appeal report	P07F01
Complaints/Appeals Log	P07F02
Customer satisfaction survey form	P07F03

