



Procedure for Complaint and Appeals

Doc. No.: SASPL-SP-7.5-13

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1. PURPOSE

To establish, implement and maintain a documented procedure to ensure proper handling of customer complaints for maximizing customer satisfaction and to maintain a documented procedure to monitor information on customer perception and their level of satisfaction.

2. SCOPE

All customer complaints and appeals to decisions concerning delivering of our services are covered under this procedure.

3. RESPONSIBILITY

Technical Manager is responsible for implementation and maintenance of this procedure.

4. PROCEDURE FOR COMPLAINTS

4.1. All customer complaints are treated on priority.

- a. All service contract agreements have the email id of the Technical Manager in case the client wants to raise a complaint.
- b. Investigation and decision on appeals shall not result in any discriminatory actions.

4.1.1 The following actions are taken on receipt of complaint:

- a) Customer can raise complaints on the inspector/inspection activities by writing to the Technical manager.
- b) Complaint is entered in the register maintained for the purpose.
- c) Technical Manager investigates the complaint.
- d) Technical Manager informs the customer accordingly.
- e) If needed a technical representative of the Organization visits customer to study the complaint.
- f) Necessary corrective and preventive action is taken by the concerned department having responsibility for the same to avoid recurrence of the complaint and it is recorded in quality complaint report.
- g) After taking necessary corrective / preventive actions the complaint is formally closed after informing the complainant on the action taken.
- h) Any further appeals that are received on the complaints closed by the Technical Manager are put up to DIRECTOR for reconsideration. In such cases the outcome is directly reported by DIRECTOR to the complainant
- i) A register of complaints is maintained by the Technical manager and is signed off by the DIRECTOR on a monthly basis.
- j) Any interested party willing to know more about the complaint handling procedures can drop in [an email to info@sunkonnect.co](mailto:info@sunkonnect.co) or contact info on website.

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4.2 Classification of the client feedback and complaint and appeal

4.2.1 Client complaint and appeal and client feedbacks received are classified according to their cause. The purpose is to allow for better tracking of trends and evaluating improvements in specific domains. Possible causes can be:

- a) Suspected results
- b) Late result reporting
- c) Problems with communication and response
- d) Complaint and appeal regarding business practices, publicity, etc.
- e) Problems in inspection services provided

4.3 Handling of Client Complaint and appeal

4.3.1 Technical Manager and the function responsible for the complaint and appeal, decide how to respond to the client and, when applicable, what needs to be done to correct the problem for the client (re-inspection, hold a meeting, etc.). The client is informed of this decision. Supervisor/Quality Manager review every client complaint and appeal, root cause is analyzed and corrective action is taken. The same is recorded in the client complaint and appeal report.

4.4. Analysis of Complaint and appeal

4.4.1 Technical Manager reviews the complaint and appeal for;

- a) Delay in submission of Inspection report / certificate,
- b) Wrong reporting / variation in reporting,
- c) Inspection not carried-out as per the contract,
- d) Inspection is not carried-out in time,
- e) Inadequate error in reports
- f) Any other problem identified by the client / other parties

4.4.3 Client / other parties' complaint and appeal is analyzed for the root cause. After identification of root cause the necessary actions are taken to resolve the complaint and appeal.

4.4.4 Client / other parties are replied accordingly. Also, necessary actions are taken at client / other parties' end, if required to resolve the complaint and appeal. Considering seriousness of complaint and appeal, Technical Manager or their nominee may visit the client / other parties, wherever required. Based on his feedback the complaint and appeal are closed by Technical Manager / Supervisor.

4.5. Closing of complaint and appeal

4.5.1 Depending on the nature of the non-conformity, the Technical Manager may follow up with requests for corrective and preventive actions. When the investigation of client complaint and appeal determines that remote operation or other external organizations contributed to the complaint and appeal, the Technical Manager or his delegate contacts these organizations and provides them with all relevant information.

4.5.2 Every client complaint and appeal are recorded. The records are maintained by the Technical Manager. When there are copies of written communication, reports and other documents related to a complaint and appeal, these records are organized into a file and are identified with the complaint and appeal number and also having

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records of the corresponding corrective or preventive actions. The records of investigations that concern product quality or other test characteristics are maintained by Technical Manager. Based on analysis of Client / Other Parties complaint and appeal, necessary actions are taken and client is replied for closing the complaint and appeal. Quality Manager identifies need for taking corrective and preventive action to prevent such complaint and appeal in future and accordingly concerned person is informed.

4.5.3 All the complaint and appeal received by SASPL will be closed within 7 working days after receipt of the complaint and appeal. Technical Manager is authorized for closing of complaint and appeal.

4.6 CUSTOMER FEEDBACK AND SATISFACTION

4.6.1 Measurement and monitoring of customer satisfaction are based on review of customer related information. The collection of such information may be active or passive. The Technical Manager has recognized that there are many sources of customer related information and has established effective and efficient processes to collect analyze and use this information for improving performance. The Organization has identified sources of customer and end user information available in written and verbal forms, from internal and external sources.

4.6.2 The customer-related information includes any of the following as relevant:

- a) Customer and user surveys;
- b) Feedback on aspects of product,
- c) Customer requirements and contract information,
- d) Market needs,
- e) Service delivery data, and
- f) Information relating to competition in the market place.

4.6.3 The Organization uses measurement of customer satisfaction as a vital tool for improvement. The Organization's process for requesting, measuring and monitoring feedback of customer satisfaction provides information on a continual basis. This process considers conformity to requirements, meeting needs and expectations of customers.

4.6.4 The Organization has established and uses sources of customer satisfaction information and cooperates with its customers in order to anticipate future needs. The Organization plans and establishes processes to listen effectively and efficiently the "voice of the customer". Planning of these processes define and implement data collection methods, including information sources, frequency of collection, and data analysis review.

4.6.5 The evaluation work sheets are reviewed by Technical Manager. For ranking 3 or below corrective actions/ measures taken to ensure improvement in customer satisfaction level and recorded.

4.6.6 The evaluation work sheets are sent to major customers once in a year and efforts are made to collect them.

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5. REFERENCES

- a) SASPL-SP-7.5-13-F01 Format for complaint register
- b) SASPL-SP-7.5-13-F02 Format for Evaluation of customer satisfaction based on feedback

6. RECORDS

- a) Customer complaint register
- b) Customer satisfaction assessment

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