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1.0 SCOPE

This process control provides direction and guidance for the management process undertaken by RSA for receiving and responding to complaints and appeals in a timely, fair and transparent manner.

2.0 POLICY

- 2.1 Complaints and appeals are recorded, evaluated, and addressed appropriately. Corrective actions and preventive actions are implemented as necessary. The complainants are notified of the results.
- 2.2 Every member of RSA staff is authorized to accept complaints and inform the Quality Manager of the issue.
- 2.3 Complaints regarding the certified person shall be submitted to RSA (Registrar). The complaints shall be submitted in writing. A current complaint form with instructions is available on the RSA website: www.rsaacademymalaysia.com.

3.0 REFERENCES

- a. ISO/IEC 17024:2012, Conformity Assessment - General Requirements for Bodies Operating Certification of Persons.
- b. RSA-QM-1001 Revision 0, Quality Manual - RSA Certification Body Quality Management System.

4.0 DEFINITIONS/ABBREVIATIONS

For the purposes of this document, the definitions and abbreviations given in ISO/ IEC 17024:2012 shall apply.

4.1 Appeal

Request by applicant, candidate or certified person for reconsideration of any decision made by the certification body related to her/his desired certification status

4.2 Complaint

Expression of dissatisfaction, other than appeal, by any individual or organization to the certification body, relating to the activities of that body or a certified person, where a response is expected Protection (CP) personnel working on on-land metallic structure in accordance with The International Standard ISO 15257.

5.0 RESPONSIBILITIES

- 5.1 The Quality Manager is responsible for recording, processing, and responding to all complaints and appeals. All received complaints and appeals are recorded in the Complaints and Appeals Log **RSA-SD-010**
- 5.2 The Quality Manager evaluates, investigates and validate every complaint and when relevant, requests implementation of corrective actions from the responsible function. The Quality Manager, in conjunction with the Operation Manager determines the appropriate customer or candidate/certified person response. If investigation indicates that no problem was found, then the customer or candidate/certified person response is notified verbally. If RSA QMS results are affected, then the notification is in writing.
- 5.3 The Quality Manager evaluates and investigates every appeal and when relevant, requests implementation of corrective actions from the Certification Department. The Operation Manager determines the appropriate candidate/certified person response. The candidate/certified person response is notified in writing. Responses to appeals are made within two weeks after the appeal is received.

6.0 COMPLAINTS AND APPEALS

- 6.1 Complaints and appeals from the candidate/certified person shall be submitted to Registrar. The complaints and appeals shall be submitted in writing. A current complaints and appeals form with instructions is available on the RSA web-site: www.rsaacademymalaysia.com.
- 6.2 Complaints and appeals from a candidate/certified person should be accepted if they are in regards to the actual decision of certification (i.e., assessment of results) or the certification process.
- 6.3 The deadline for submitting complaints and appeals is three weeks from the date the results are officially reported to the candidate/certified person.

7.0 FILING

- 7.1 Complaints and appeals shall be recorded and investigated only if they are filed in writing to RSA.
- 7.2 Any complaints or appeals received by RSA shall be recorded by the Registrar and promptly forwarded to the Quality Manager for a resolution within a reasonable period of time.

8.0 RECORDING

- 8.1 A log shall be maintained of all complaints and appeals. The log shall indicate the date, general nature, and source of the complaints or appeals. **RSA-SD-010**
- 8.2 The log shall also have space for names of the principal investigator and person in-charge, resolution and date when the complainant or appellant is notified in writing of the resolution.

9.0 INVESTIGATION

- 9.1 The Quality Manager, in consultation with the Certification Manager, if necessary, shall resolve a complaint or an appeal whenever possible.
- 9.2 An appropriate education, experience and responsibility individual may be engaged to help in determining the validity and possible resolution to the complaint or appeal.
- 9.3 Responses to appeals shall be made within two weeks after the appeal is received.

10.0 DECISION MAKING

- 10.1 If the Quality Manager determine that the complaint or appeal is justified, a further investigation shall be conducted to determine possible resolutions.
- 10.2 If the Quality Manager determine that the complaint or appeal is not justified, the Operation Manager shall notify the complainant/appellant via Registrar in writing that the complaint/appeal is non-persuasive. In this case, if the complainant/appellant is not satisfied with the decision, he/she has the right to request to have it reviewed by Quality and Safety Committee or Certification Committee, whichever is appropriate. The responsible Committee shall investigate further, make recommendations and possible resolutions.
- 10.3 Resolutions requiring changes to any RSA documents shall be presented to Quality and Safety Committee for deliberation, documents adoption and effecting the changes in RSA document concerned.

11.0 NOTIFICATION OF RESOLUTION

Whenever a complaint or appeal is investigated, the complainant/appellant shall be notified of its resolution in writing.

12.0 RECORDS

A file, hard or soft version of the following records maintained and managed by RSA for the minimum period of five (5) years shall be made available:

- a. Registry of Complaints
- b. Details of Complaints
- c. Complaints Form
- d. Notes of Investigation
- e. Letter of Notification of Resolution
- f. Appeals Form

