	عنوان مدرک	کد مدرک
آگه آفرین آریا	Complaints, appeals and feedback	PR11/1

Revision number	Date of revision	Description of revision	Prepared by	Controlled by	Approved by
0	97/08/01	First issue	Alireza Babaei	Alireza Babaei	F.Kashani
1	1402/10/02	Revised the document	M.Gholami	N.Hoseininasab	F.Kashani

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1.0 Purpose

To define the actions to be taken by AGAH AFARIN ARIA in the event of receiving a complaint, appeal against any certification decision, how the investigation shall be conducted and if found to be justified corrective & preventative actions required. This procedure also covers the analysis of client feedback from clients.

2.0 Scope

This procedure covers all complaints received by AGAH AFARIN ARIA including verbal. Complaints and feedback received from clients regarding any aspect of the assessment process. Complaints and feedback received from user companies or enforcement authorities regarding the performance of AGAH AFARIN ARIA registered firms. Appeals against judgments made by AGAH AFARIN ARIA, which lead to certificate withdrawal or a certificate not being issued. Any complaint or appeal shall be only investigated by persons who were not involved in the previous decision process.

3.0 Procedure

3.1 Complaints from Clients

31.1 Clients are provided with guidance PR03-FR07/02 for making a complaint in the Terms and Conditions issued to them with the original proposal/quotation.

3.1.2 All complaints, regardless of who receives them, shall be passed to a general director. The GD shall arrange for the complaint to be entered into the Complaints Form(PR11-FR02). Complaints shall be acknowledged in writing at this time.

3.1.3 Complaints shall be allocated for investigation and this would normally be a Director who has had no personal involvement in the assessment process with the complainant. The investigating Director shall determine the full nature and extent of the complaint and shall contact the client to obtain any additional information. This may also include a visit to the client.

3.1.4 The investigation of a complaint may be linked with an unscheduled Internal Quality Audit to determine the action required. The investigation may result in changes to procedures or training or, it may indicate misconduct on the part of AGAH AFARIN ARIA personnel.

3.1.6 The person responsible for investigating the complaint may consider it necessary to check other client files which may have been affected by related problems and corrective action taken, as necessary. If necessary it may require

Clients to be re-assessed or notes to be placed in the files to ensure that the various issues / short comings are checked at the next surveillance audit. Were a re-assessment is to be undertaken if possible

this shall be kept “low key” and will be at AGAH AFARIN ARIA own expense. All such activities will be closely monitored by a director.

3.1.7 When all the necessary action has been completed, the Complaints Forms PR11-FR02 shall be signed by the responsible Director or, if the complaint was against any AGAH AFARIN ARIA personnel, then by the independent person appointed by a Director. The effectiveness of the actions taken will be reviewed at the Management Review Meeting under Preventative Action.

3.1.8 Where the complaint was against a member of the assessment staff, a copy of the completed Complaint Form PR11-FR02 shall be filed in their Personal File.

3.2 Complaints from User Companies

3.2.1 AGAH AFARIN ARIA be responsible for all decisions at all levels of the complaints handling process.
3. 2. 2 Submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant.
3. 2. 3 Upon receipt of a complaint, AGAH AFARIN ARIA shall confirm whether the complaint relates
to certification activities that it is responsible for and, if so, shall deal with it. If the complaint relates to a certified client, then examination of the complaint shall consider the effectiveness of the certified management system.

3. 2. 4 Any valid complaint about a certified client shall also be referred by AGAH AFARIN ARIA to the certified client in question at an appropriate time.

3. 2. 5 AGAH AFARIN ARIA have a documented process to receive, evaluate and make decision on complaints. This process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

3. 2. 6The complaints-handling process include at least the following elements and methods:
a) an outline of the process for receiving, validating, investigating the complaint, and for deciding what actions need to be taken in response to it;
b) tracking and recording complaints, including actions undertaken in response to them;
c) ensuring that any appropriate correction and corrective action are taken.

3. 2. 7 AGAH AFARIN ARIA receiving the complaint shall be responsible for gathering and verifying all necessary information to validate the complaint.
3. 2. 8 AGAH AFARIN ARIA acknowledge receipt of the complaint, and shall provide the complainant with progress reports and the result of the complaint.
3. 2. 9 The decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.

3. 2. 10 Whenever possible, AGAH AFARIN ARIA give formal notice of the end of the complaints-handling process to the complainant.

3. 2. 11 AGAH AFARIN ARIA determine, together with the certified client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

3.2.12 When a complaint is received from a user company or enforcement authority on the performance of an AGAH AFARIN ARIA registered firm, details shall be passed to a Director for recording and auctioning in the same way as complaints against AGAH AFARIN ARIA.

3.2.13 The user company is informed that their complaint will be followed up but the outcome will not be reported back to them by AGAH AFARIN ARIA Enforcement authorities will be provided with an appropriate report in line with the relevant IRAN legislation.

3.3 Appeals

3.3.1 The appeals-handling process shall include at least the following elements and methods:

a) an outline of the process for receiving, validating and investigating the appeal, and for deciding what

actions need to be taken in response to it, taking into account the results of previous similar appeals;

b) tracking and recording appeals, including actions undertaken to resolve them PR11-FR03;

c) ensuring that any appropriate correction and corrective action are taken.

Clients are provided with guidance PR03-FR07/02 on how to make an appeal in the Terms and Conditions issued to them with their application for assessment.

Agah afarin aria receiving the appeal shall be responsible for gathering and verifying all necessary information to validate the appeal and shall acknowledge receipt of the appeal and shall provide the appellant with progress reports and the result of the appeal

3.3.2 Letters or other notifications of appeal are passed to the Director who logs the appeal, acknowledges its receipt and arranges for the appeal to be investigated.

3.3.3 This investigation may include a visit to the client to obtain further evidence and to discuss the appeal with the client. The auditor who made the decision, which resulted in the appeal, shall also be interviewed.

3.3.4 If, as a result of this investigation, the appeal is upheld, then the responsible Director shall inform the client in writing and no further action is required.

3.3.5 Agah afarin aria shall be responsible for all decisions at all levels of the appeals-handling. The decision to be communicated to the appellant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the appeal.

Process and makes insure that person engaged in appeal-handling process are different from who carried out the audits and made the certification process.

3.4 Review of Complaints and Appeals

3.4.1 All Complaints and appeals shall be reviewed at the Management Review meeting . Preventive actions shall be discussed, formulated, agreed upon and implemented to ensure there is no recurrence of the problem. These shall also be reviewed at the next meeting. Submissions, investigations and decisions on appeals shall not result in any discriminatory actions against the appellant.

3.5 Review of feedback

Whenever contact is made from an AGAH AFARIN ARIA Office or by an Auditor with a client, efforts should be made to assess the client's perception of the company(usually after issuing the certificate in form : PR11-FR01). The information obtained shall be fed back to AGAH AFARIN ARIA Head Office for analysis by the Directors. The Directors shall undertake a Annually analysis of feedback and present this at the management monthly meeting and to the Impartiality Committee including auditor performance.

After feedback

3.0 Annex

Satisfaction form	PR11-FR01
Complaint form	PR11-FR02
Complaint follow up	PR11-FR03