



**HANDLING COMPLAINTS AND APPEALS  
PROCEDURE**

**Version 10**



## HANDLING COMPLAINTS AND APPEALS

Procedure

Code  
QM 8.4.0  
Version 10

### 1. PURPOSE

Establish guidelines to follow when a client files a complaint or submits an appeal about the service provided, expediting the most satisfactory response possible, to address the client's concerns.

### 2. SCOPE

Applies to all complaints and appeals received by customers of the different business units of QSI.

### 3. ABBREVIATIONS

Not applicable

### 4. REFERENCE DOCUMENTS

QM 8.4.1 Corrective Actions (Procedure)

### 5. DEFINITIONS

- **Complaint:** Expression of dissatisfaction made to an organization, with respect to its products or to the process of handling complaints, where an explicit or implicit response or resolution is expected. The term "complaint" may also mean claim/claim.
- **Customer:** Person or organization to whom QSI provides services. Example: private Company, public company (Government), students.
- **Non-compliance:** Failure to meet a specified requirement.
- **Corrective Action:** Action taken to eliminate the causes of nonconformities, defects or other unwanted situation, in order to avoid recurrence.
- **Appeal:** Communication where the client expresses their rejection of the decision made by QSI, regarding the Certification or Training services provided (as appropriate) requesting reconsideration of their position.

### 6. RESPONSIBILITY

6.1 The Top Management of QSI in conjunction with the Leaders of the Certification, Training, and Inspection Areas are responsible for ensuring the implementation of this procedure.

6.2 It is the responsibility of the quality area personnel to evaluate and resolve the complaint or appeal presented, ensuring:

6.2.1 That those engaged in the complaints resolution are different from those involved in the issue of the complaint

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6.2.2 That those engaged in the appeals determination are different from those involved in the decision being appealed.

6.3 It is the responsibility of the Director of Operations to take the pertinent actions for the resolution of the case

6.4 In all cases, it is the responsibility of the Top Management to verify that all complaints and appeals are handled correctly, impartial and that the appropriate channels are followed to respond to the client or student

## **7. PROCESS DESCRIPTION**

The procedure "Handling Complaints and Appeals, Code QM 8.4.0" will be of public access, it will be available for consultation through the QSI website.

QSI together with the client must determine if, and if so, to what extent, the object of the complaint its resolution should be made available to the public.

### **7.1 Complaints**

#### **7.1.1 Presentation of a complaint**

Organizations or people who receive QSI services have the opportunity to present complaints to the company when they feel that the service has not been in accordance with the service requirements and therefore does not meet their expectations.

7.1.2 The QSI website has a space for customers to file complaints/appeals, as applicable.

### **7.2 Complaint Treatment**

#### **7.2.1 Receipt of complaints and investigation**

7.2.1.1 Upon receipt the communication, QSI must confirm if the complaint concerns the services and activities for which it is responsible. Once the complaint or appeal has been validated, its investigation and application of corrective actions (if it is determined that the complaint is coming from a non-conforming service) is proceeded.

7.2.1.2 The Quality Manager records the complaint or appeal in the QSI database.

7.2.1.3 Any complaints and appeals will be responded to within 30 calendar days."

### **7.3 Customer Response**

QSI will issue a formal statement to the client through a report in which the results of the analysis of the complaint or appeal are indicated, detailing the situation or circumstances that caused the dissatisfaction and, in the cases that correspond, the corrective actions to be implemented to avoid the recurrence of the problem.

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#### 7.4 Appeals

7.4.1 In case the client is not satisfied with the response to the presenting complaint, he has the right to appeal the decision and present the arguments of the case. QSI will proceed to analyze the corresponding evidence from an objective and impartial perspective in order to give a formal and timely response to the client.

7.4.2 The appeal must be registered in the QSI database.

7.4.3 The case must be reviewed and analyzed by the committee who will issue a final decision which will be communicated to the client with the respective justifications and evidence.

#### 8. Records

The information of the client's complaint or appeals must be filed digitally for at least one year.

The Nebusis System is used to register and manage the corresponding complaints and appeals and to follow up on them, including the actions taken to resolve them.

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