

1.0 SCOPE:

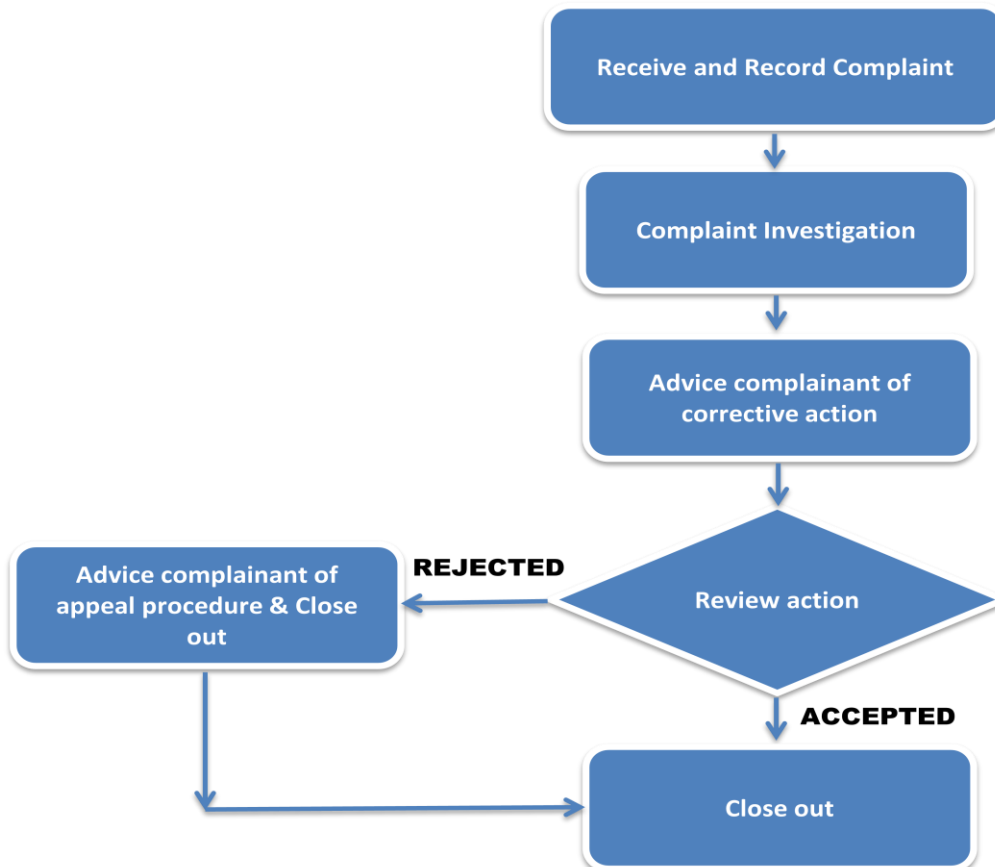
This documented procedure details the process of handling complaints and appeals received by Carl Stahl Safety and Security consultancy in the field of certification of persons.

Complaints may arise from the activities of CS certification process or certification schemes operated by CS

Appeals may arise against a decision by CS certification body to refuse or revoke certification

2.0 COMPLAINTS HANDLING PROCEDURE:

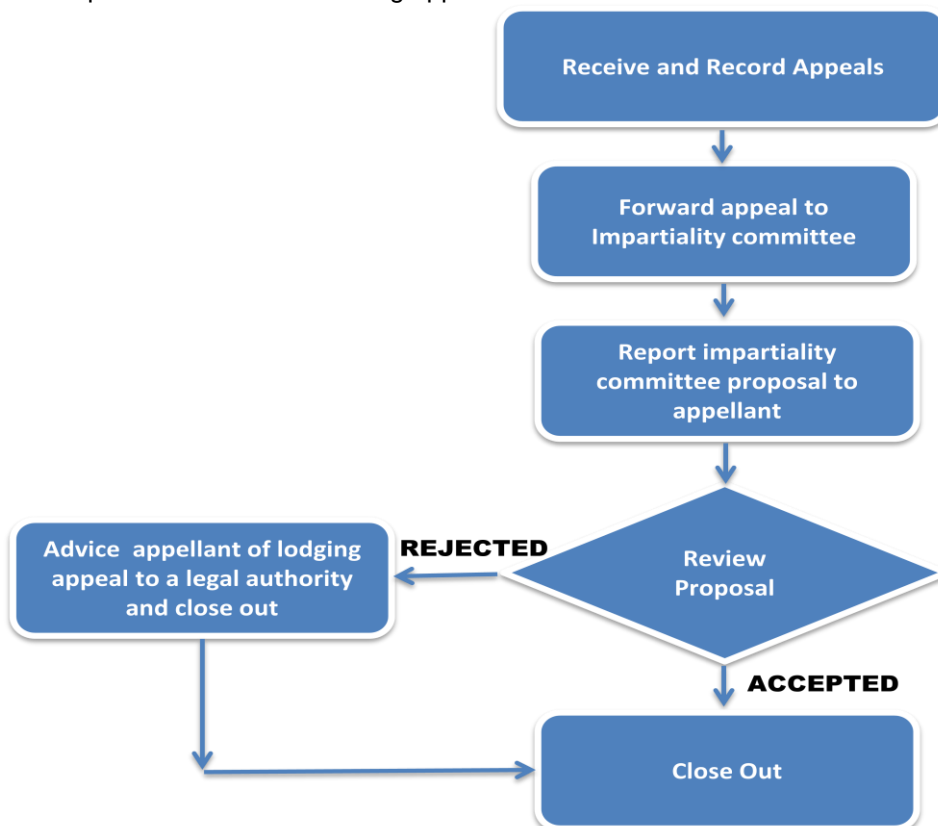
- 2.1 All complaints made in writing shall be addressed to "The Quality Manager, Carl Stahl UAE, P.O.Box: 26607, Dubai, UAE"
- 2.2 All complaints by email shall be send to customer.feedback@carlstahl.ae or through the following CONTACT US link from Carl Stahl website <http://carlstahl.ae/contact-us.html>
- 2.3 Upon receipt of a complaint CS shall acknowledge the same immediately and shall record in the complaints and appeals register maintained by Management Representative.
- 2.4 The complainant shall be informed about the corrective action or progress by writing or email within 10 days of receipt.
- 2.5 Complaints will be reviewed by General Manager and/or a designated person assigned by him. The person(s) directly involved in the certification process shall not be part of the complaint review process.
- 2.6 All customer complaints shall be reported and documented in customer complaints and appeals form (FRM-CB-04)
- 2.7 The process outline of handling complaints are as below:



3.0 APEALS HANDLING PROCEDURE:

Where the complainant disagrees with the action taken over the complaint or decision regarding the certification, then he or she can file an appeal as per the below procedure:

- 3.1 All appeals made in writing shall be addressed to “The General Manager, Carl Stahl UAE, P.O.Box: 26607, Dubai, UAE” within 30 days of the receipt of the CS’s corrective action or certification.
- 3.2 All appeals by e-mail shall be send to info@carlstahl.ae within 30 days of the receipt of the CS’s corrective action or certification
- 3.3 Appeals shall have clear reasons or justification for rejecting the decision of the certification body
- 3.4 Upon receipt of the appeals CS shall acknowledge the same immediately and shall record in the complaints and appeals register maintained by Management Representative
- 3.5 General Manager then forward the appeal to the Impartiality committee
- 3.6 Impartiality committee will review the appeals and shall report its decision within 4 weeks to the General Manager
- 3.7 Any personnel involved in the decision being appealed shall not be part of the impartiality committee
- 3.8 Appellant shall be provided with progress report in every 15 days
- 3.9 Upon receiving the report from Impartiality committee, the General Manager will review the same and send the proposed action by email to the appellant.
- 3.10 In case the above steps does not lead to an acceptable solution, the appellant has rights to appeal against the certification body decision to a legal authority or DAC (Dubai Accreditation Department)
- 3.11 There after CS and appellant shall be obliged to follow any order issued by legal authority regarding this appeal.
- 3.12 All appeals shall be reported and documented in customer complaints and appeals form (FRM-CB-04)
- 3.13 The process outline of handling appeals are as follows:



****END OF PROCEDURE****