



# **LIFTEK TECHNICAL SAFETY & SECURITY CONSULTANCIES**

## **PROCEDURE FOR COMPLAINTS HANDLING**

### **1.0 POLICY**

LTSSC has a documented process to handle complaints from individual or organization regarding the Company's activities or the activities of a person certified by the Company. Complaints are resolved independently and in an unbiased manner. The person against whose action the complaint has been raised, will not be involved in the Complaints Handling Process.

### **2.0 PURPOSE**

The purpose of this procedure is to define the Complaints Handling mechanism and to ensure that corrective and preventive action are initiated and implemented.

### **3.0 SCOPE**

This procedure covers the Complaints Handling Process followed by LTSSC.

### **4.0 REFERENCE**

BS EN ISO/IEC 17024:2012

### **5.0 RESPONSIBILITY & AUTHORITY**

**5.1** The Management Representative has overall responsibility and authority for ensuring that this procedure is implemented.

**5.2** The General Manager/Operations Manager authorizes any changes to the Procedure, which may be necessitated by the outcome of Management Reviews.

### **6.0 PROCEDURE**

1) Complaints shall be submitted in writing via postal mail or email to the Management Representative using the Appeals/Complaints Form (LT/17024/F010).

Postal Address:  
Liftek Technical Safety & Security Consultancies  
Office 103  
Intercoil Business Centre  
Al Quoz 4, Dubai

LTSSC Email Address:  
LTS@liftek-intl.com





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2) Complaints will be recorded in the Appeals/Complaints Form (LT/17024/F010) and should include:

- Name of Complainant
- Contact details of Complainant
- Nature & Details of the Complaint
- Desired outcome

3) Initial Acknowledgement;

Receipt of a complaint will be acknowledged within three business days. The acknowledgement will include at a minimum:

- Copy of the complaint
- The Complaint process
- A time deadline for initial response by LTSSC to the complaint

4) Initial Review

The General Manager/Operations Manager will review the Complaints within 7 business days of receipt and a response sent by post and email (if available)

5) Initial Response

The response will be one of:

- a) **Complaint Rejected**, along with an explanation for the rejection. The rejection will include information on complainant's further recourse if complainant wishes to pursue the appeal.
- b) **Complaint Accepted**, with information on when the complaint will be resolved.

6) The Complaints received will be reviewed for suitable corrective and preventive action.

The Operations Manager/ Examiner/ Assessor/MR initiate the necessary corrective and preventive action based on the magnitude and the effect of the Complaints depends on:

1. Nature of Complaints and/or Appeals
2. Type of Complaints and/or Appeals and is as per the following sequence in co-ordination with the Customer or Customer Representative
3. Determination of Complaint and/or Appeal
4. Containment and short-term corrective action through Re-Certification
5. Identification of root cause

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### 6. Corrective action Planning, includes

- Significance and its legal binding
- Operating cost
- Cost of non-conformity
- Dependability and safety aspects
- Customer satisfaction
- Evaluation of needs
- Determination and Implementation of action needs
- Implement the actions planned
- Verification for implementation & record the result of action taken.
- Effectiveness of the corrective action, so that it is not repeated.

7) The details of the actions will be recorded in the Corrective and Preventive Action Report – (LTG/IMS/FRM/04) and approved by the Operations Manager.

8) Corrective Action is initiated implemented and monitored by Operations Manager.

9) The outcome should be reported and notified to the customers. All Customer Complaints and/or Appeals, Internal Problems are reviewed in the Management Review Meeting (LTG/IMS/FRM/17)

### **7.0 Documents** Nil

<b>8.0 Records</b>	<b>Retention Period</b>
Appeals Form (LT/17024/F010)	5 years
Agenda for Advisory Committee (LT/17024/F007)	5 years
Candidate Certification Status Register-1 (LT/17024/F009A)	5 years
Customer Complaints/Appeals Register (LTG/QMF/F032)	5 years
Corrective and Preventive Action Report (LTG/IMS/FRM/04)	5 years




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**9.0 Revision History:**

<b>Issue No</b>	<b>Date</b>	<b>Reasons for Change</b>	<b>Sections Affected</b>
1	28/08/2014	Revisions and updation	--
2/Rev 01	10/01/2016	Revisions and updation	Header,1.0,6.0

		
<b>Prepared By</b>	<b>Reviewed By</b>	<b>Approved By</b>

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