



1. Purpose

The purpose of this procedure is to outline the process that should eventuate in the event that a complaint or appeal is received from customers, candidates, certified persons and other parties in regards to the rules, policies, procedures, certification decisions or overall AIWT operations.

2. Scope

Complaint: To ensure that AIWT handle customer feedback in a positive manner and that our performance in dealing with customer feedback is monitored. To ensure that we derive maximum benefit from any criticism, compliment or comment and, if necessary, ensure corrective actions and quality improvement actions are implemented. Customer feedback is important in the development of AIWT Management Systems and can be used to identify dissatisfaction as much as satisfaction and aid our identification of areas where likely improvements could be made in the way we conduct our Training. The purpose of this procedure is to identify how the dissatisfaction is resolved and corrective action is addressed in AIWT.

Appeal: During the process of certification, conflicts sometimes occur that cannot be resolved via the normal line processes. These can range from disagreements on nonconformities to decisions on the certification or certificate issue. This process exists to enable such disputes to be settled in formal businesslike manner.

The purpose of this procedure is applicable for BSI India and the complainant

3. Process

3.1. Complaint and Appeal Policy

Customer feedback falls into four categories, compliments, dissatisfaction comments, complaints, misuse of the logos. Director & Chief Officer administers all customer feedback related to compliments, dissatisfaction comments, complaints, misuse of Logo.

AIWT after receiving appeals/complaints shall ensure that the persons engaged in the appeals / complaints-handling process are different from those who carried out the audits and made the certification decisions. Submission, investigation and decision on appeals/complaints shall not result in any discriminatory actions against the appellants.

3.2. Feedback and Complaints received Feed Back Form

It is the responsibility of all Trainers during the "closing meeting" of all visits to receive the feed back form from customers, candidates, certified persons about the training.

The ratings and comments are registered in Customer Feed Back Register by technical back up personnel. On periodical basis Director or Chief Officer training will review the feed back on training. Any dissatisfaction comments with regard to the training and certification will be forwarded to the trainer and is responsible to communicate with client, investigate and on resolution conveys to technical back up personnel. He / she records the investigation /compliant resolution status and closes the complaint.

All such complaints and their status of their investigation and corrective action taken is recorded in Corrective Action Form. Submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant.

All complaints, data analysis are reviewed during Management Review Meeting.



3.3. Customer Communication

On receipt of any complaint / appeal, the complainant / appellant is acknowledged within 2 Working days and after investigation, the out come is also communicated to him. Depending upon the nature of complaint, every effort is taken to close the complaint with in 60 days. AIWT shall be responsible for all decisions at all levels of the complaints-handling process. Submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant.

4. Appeal:

4.1. Formal Communication

In the event that the person filing the complaint is not satisfied with the review and the decision made upon the complaint, he or she may consider filing an appeal.

Appeal committee will be formed consists of the Director and Chief Officer will review the dispute. The committee will validate the appeal and further investigate the nature of the complaint and the corrective actions taken. The decision about the corrective actions taken by the appeal committee will be communicated to the appellant by email or letter.

All communications with the Appellant will be in writing and served on the Appellant at the address given on the registration form or application form

4.2. Timescales for Appeal Decisions

Appeals not mandated with timescales will be processed, concluded and decisions communicated to relevant parties as efficiently as circumstances permit. .

4.3. Conduct of the hearing by the Appeal Panel

The Appeals Panel ensures that:

- The Appeals Panel hears, in confidence, the evidence and opinion provided by the Appellant.
- The Appeals Panel hears, in confidence, the evidence and opinion provided by AIWT
- The Appeals Panel evaluates the explanation of two parties and after due consideration and further questioning, if required, make a decision. The decision of the majority of the Appeals Panel shall be final and conclusive,
- Subject to the pertinent clauses of the relevant Regulations and Conditions.
- The Director records the proceedings and the decision of the Appeals Panel.

4.4. Notification of the Decision of the Panel

The Director of AIWT notifies the Appellant in writing of the decision reached by the Appeals Panel within 5 working days from the date of the Appeals hearing.

4.5. Redress

In the event of the Panel reaching a decision to revise the original decision made by AIWT, redress is limited to the declaration by AIWT of the revised decision in the same manner as the original decision was declared. There shall be no liability for loss or damage upon the original decision.

5. Corrective Action

AIWT will consider the findings of the Panel and take any appropriate corrective and preventive action as required.



6. Involvement of Accreditation Board

Accreditation Boards may intervene in individual disputes or appeals.

7. Documents and Records

SL. No	Document Description	Document No	Department	Retention Period
1	Feedback Form	F/TRG/10	Training	Three Years
2	Appeal Records		Training	Three Years

8. Revision History

Sl. No	Issue No	Rev No	Reason for Revision	Authorized by	Change Description
1	1	0	New Issue	Director	New Issue

9. Standard Reference

Sl. No	Standard	Year of Revision	Clause Reference	Description
1	ISO 17024	2012	9.8	Appeals Against Decisions on Certifications
2	ISO 17024	2012	9.9	Complaints