

R B Associates Global Connect Pvt. Ltd.		
Procedure Name	Procedure for Managing Complaints & Appeals	
Procedure No.: QP-09	Approved by: CEO	Issue Date: 01/09/2025
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1.0 Purpose: To document, establish, implement and maintain the system for addressing complaints & appeals received by RBA as per requirements of ISO/IEC 17020:2012 and other applicable international standards for inspection bodies offering inspection services.

2.0. Scope: This procedure is applicable to all appeal & complaints received by RBA related to its third-party inspection services.

2.0 Responsibility: CEO

3.0 Procedure:

4.1 Appeals

4.1.1 Any client can make an appeal to the CEO of RBA in respect of the following,

- (a) Non acceptance of client’s application for third party inspector.
- (b) Any report/ inspection report or test certificate issued by RBA.

4.1.2 RBA records all appeals in format FM-31 and acknowledges the receipt of the appeal. All appeals shall be addressed within 30 working days from the receipt of the appeal and RBA provides the client with progress reports and the outcome.

4.1.3 All appeals are reviewed by the appeal panel constituted by CEO for each appeal. The appeal panel contains at least two members from the RBA’s inspectors panel who have not been part of the inspection and also not involved in inspection decision or involved in the subject of the appeal.

4.1.4 The appeal panel investigates the appeal by looking into the records and / or talking to the appellant and RBA and shall take a decision taking into account the results of any previous such appeals.

4.1.5 Based on the decision of the appeal panel RBA initiates appropriate correction and corrective action and the same recorded in FM-31, register for complaints, appeals & disputes.

4.1.6 RBA is responsible for all decisions at all levels of the appeal handling process. The decision on the appeal is reviewed and approved by CEO and is communicated to the client. This completes the appeal process and RBA also informs the appellant at this time about the closure of the appeal.

4.1.7 RBA ensures that the submission, investigation and decision on appeals do not result in any discriminatory action against the appellant.

4.1.8 The right of the client to appeal against any decision by RBA is communicated at the time of signing the agreement (Refer Client Agreement: FM-04)

4.1.9 Information about appeal handling process of RBA is made publicly available through web site.

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4.2 Complaints

4.2.1 Information about complaint handling process of RBA is made publicly available through web site. The complaints handling process includes the following:

An outline of the process for receiving, validating, and investigating the complaint and for deciding actions to be taken in response to it.

The CEO is responsible for gathering and verifying all necessary information to validate the complaint.

4.2.2 The complaint can be made to the CEO by the client or any other interested party in writing giving details of the complaint. The complaint shall either relate to the inspection activities of RBA or to its client and their activities.

4.2.3 The complaints received are recorded in FM-31 and is acknowledged to the complainant. The CEO reviews the complaint to ascertain the seriousness and the genuineness of the complaint. RBA provides the complainant with progress reports and the outcome.

4.2.4. The complaint redressal process:

4.2.4.1. Complaints about RBA from the client or third party

- (a) Depending on the nature of the complaint, CEO decides to conduct the investigation himself or appoint a complaint panel for each complaint. The complaint panel contains at least two members from the RBA's inspection panel who have not been part of the inspection and also not involved in any decision or involved in the subject of the complaint. Further, the complainant shall be given an opportunity to present the case to the panel in person if he so desires.
- (b) The complaint panel investigates the complaint by looking into the records and / or talking to the complainant and RBA and shall take a decision taking into account the results of any previous such complaints.
- (c) The details of investigation and the correction and the corrective actions identified are recorded in the complaint register. Upon verification on the effectiveness of corrective action taken, RBA informs the complainant about the correction and corrective action taken and if the complainant is satisfied with the actions taken the complaint is treated as closed. The final Decision on the resolution of complaint is taken by the CEO.

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(d) Sometimes the corrective action, may be conducting a special inspection. The report is prepared as per FM-23

4.2.4.2. Complaints about RBA client from its customers or any other third party:

(a) RBA shall inform the client about the complaint received and ask the client to investigate the complaint and report the findings to RBA within two weeks from the date of communicating the complaint by the client.

(b) If RBA does not receive any response from the client or the action taken by the client is not found effective, RBA shall inform the client accordingly and ask for a special visit at the client site by RBA. On confirmation from the client RBA shall conduct a special visit as per RBA procedure, QP-09 and investigate the complaint.

(c) If the complaint is of serious nature RBA shall initiate the special visit directly with the client

(d) As its policy, RBA doesn't disclose the identity of the complainant to the client.

(e) If any action is needed to be taken by the client RBA shall verify the effectiveness of such action by suitable means appropriate to the gravity of the problem.

(f) If the corrective action taken by the client is found effective RBA shall inform the complainant accordingly and the complaint shall then be treated as closed.

4.2.5. RBA may decide to make public the complaint and its resolution if agreed with client and complainant.

4.2.6. All the complaints received and their status with respect to their resolution are presented in the Management Review Meeting.

5.0 Records

(a) Corrective & preventive Action Report: FM-23

(b) Register for Complaints & Appeals: FM-31

6.0. Amendment History

01/09/2025 – Initial Version