



Procedure for handling ‘request for information’, ‘complaints’ and ‘Appeals’

Revision 00
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Introduction:-

Any interested party in the services delivered by Bureau Veritas Quality Assurance Private Limited (BVQAPL) may:-

- a) Request for “any information related to the Certificates issued by BVQAPL and any other subject which falls under the public domain.
- b) Raise/ Lodge a complaint with BVQAPL against the Certificates / Services Delivered by them or any concerns against the performance of the Organization certified by BVQAPL
- c) Appeal to BVQAPL against any decision taken by BVQAPL with respect to granting certification to any organization

Such interested party may approach BVQAPL in writing through the generic e mail ID/ Telephone numbers provided in the ‘Contact US’ Tab of home page of the website along with their identity and valid evidences. Alternatively they may also approach in writing the office of the BVQAPL as per address mentioned in the ‘Contact US’ Tab of home page of the website.

Policy

It is the policy of Bureau Veritas Quality Assurance to treat all the customer and stakeholder complaints with utmost seriousness, as they are the reason for our being in the business of conformity assessment.

A. Procedure for handling ‘request for information’

Bureau Veritas will provide the requested information if it is within the services they have delivered and the interested party is a genuine information seeker. BVQAPL will verify the authenticity of the information seeker and provide the needed information with reasonable time

B. Procedure for handling ‘Complaints’

B.1 A complaint is defined as “a documented concern received against either BVQAPL’s services or a BVQAPL certified Organization’s product or services by any party who is impacted by these services.



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B.2 When a complaint is received at BVQAPL, from any Client, Supplier or other parties, such a complaint or dispute shall be supported by all available written evidence. If the complaint relates to a certified client, the complainant shall provide evidence that they had previously attempted to resolve the matter directly with certified client and is not satisfied with the actions taken / decision provided by the certified client. The Certification Manager shall gather all necessary evidence and provide a written acknowledgement of the complaint received and seek additional information if required in order to analyze the complaint.

B.3 All complaints will be recorded by Bureau Veritas office. Where required, Certification Manager shall liaise with Certification Technical Manager and or client in order to try to resolve the complaint.

B.4 During the process of investigation of complaint, the persons involved in the investigation shall be independent of the process against which the complaint was raised. The Certification Manager shall also provide complainant with progress reports and outcome.

B.5 The result of the complaint handling process shall be communicated to the complainant. The Certification Technical Manager always ensure that the investigation and decisions shall not result in any discriminatory actions against the Complainant.

B.6 The Certification Technical Manager, together with the client and the complainant, shall determine whether and to what extent, the subject of the complaint and its resolution shall be made public. The complaint handling process shall be subject to the provisions of confidentiality as per the agreement with the certified client.

C. Procedure for handling ‘Appeals’

C.1 An ‘Appeal’ is defined as an “a request or a plea against a Certification Decision or a request made by a client for a formal review of a decision taken by Bureau Veritas in respect of its certification activities.

C.2 Upon receipt of the appeal, the Certification Technical Manager, shall determine if he/she has been involved in the original process:-

- If yes, he/she shall not be involved in the appeals resolution process. The appeal shall be reviewed and resolved by a team of internal persons to ensure objectivity and impartiality. In case of no



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consensus internally, prepare a report and send the documentation along with the report to an Appeals Committee or The chairperson of the Impartiality Committee and other members independent of BVQAPL for a decision by electronic mail or in the next available meeting if scheduled in less than three months.

- If NO, the Certification Technical Manager shall carry out the investigation and present the report to the Appeals Committee or the Impartiality Committee at the next planned interval.

C.3 At appropriate stage, the Certification Technical Manager shall refer the appeal to the Global Technical Manager or client for justification and / or necessary actions.

C.4 Irrespective of the outcome of the investigation of the Appeal, The Certification Technical Manager or appropriate authorized person shall formally communicate to the appellant.

D. Procedure for handling issues arising from Public:-

D.1 As a responsible Certification Body BVQAPL takes cognizance of any adverse reports appearing in the Printed / Electronic/ Social Media or any public forum related our services or Certifications / Reports issued to Organizations and takes appropriate actions as documented in our Procedures. .