

WORK INSTRUCTIONS		IT-08-07 REV.: 06
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TITLE:

COMPLAINTS AND APPEALS PROCEDURE

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MODIFIED ITEM	TYPE OF MODIFICATION
Complete revision	Content

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Date	30-05-2022		30-05-2022			30-05-2022	

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D Direction, **DA** Department of Administration and Finance, **OD** Operations Department, **QM** Quality Management y, **HR** Human Resources, **CD** Certification Department, **C** Commercial.

I.- PURPOSE

With the objective of controlling its processes and seeking continuous improvement, EUROAMERICA GROUP establishes the following procedure for the treatment of complaints and appeals presented by its clients and interested parties, and concerning the delivery of services.

The herein procedure will be accessible to the public through the website.

II.- SCOPE:

This procedure is applied to all customers and interested parties and comprises from the moment in which the complaint or appeal is filed until the monitoring of the execution of decisions and of corrective measures.

III.- RESPONSIBILITIES:

- 3.1 Representative of Management:** Responsible for approving the information presented in this procedure.
- 3.2 Quality Management:** Responsible for approving the process to deal with complaints and appeals.
- 3.3 Operations:** Responsible for receiving complaints and appeals, and for communicating with Quality Management to update the register.

DEFINITIONS:

- 1.1. Complaint:** Expression of dissatisfaction, different from that of an appeal, presented by a person or organization to an inspection body,

associated to activities performed by said body, for which a response is expected.

1.2. Appeal: A request made to the inspection body by a client or a party interested on the inspected item (product, process or service), with the purpose of reconsidering the decision made as regards such item.

1.3. Client: Person or organization that may or not receive a product or service destined to said person or organization, or that was requested by them.

1.4. Interested party: Person or organization that may affect, be affected, or be perceived as affected by a decision or activity associated with the management system (e.g. clients, owners, organization personnel, suppliers, competitors, regulating bodies, community).

2. DOCUMENTS TO BE CONSULTED:

5.2 Rule ISO/IEC 17020:2012 – Assessment of Conformity. Requirements for the functioning of different bodies in charge of the inspection.

IV. PROCEDURE

4.1 Receipt of the complaint or appeal: Operations receives complaints or appeals made by clients or interested parties. Complaints or appeals may be received by telephone, e-mail (operations@eagsurveyor.com) or by visiting EUROAMERIGA GROUP's offices. Any method is valid.

6.2 Complaint or appeal report to Quality Management: Once the complaint or appeal has been received, the person responsible for the reception provides orally or by e-mail a detailed description and the motive of complaint of the client or interested party to the person responsible of Quality Management.

6.3 Recording of the complaint or appeal: The person responsible for the QM records the complaint or appeal in “**Matriz seguimiento NC y Acciones correctivas/preventivas – Quejas / Apelaciones IT080201**”

The person responsible for the QM reports, either in writing or per e-mail, to the person who has made the complaint or appeal the receipt of the notification and the result of the treatment that the complaint or appeal has received.

6.4 Confirmation of progress of the complaint or appeal: Once the complaint or appeal has been registered in the corresponding register, the expert is responsible for confirming the progress of the complaint or appeal. The expert has to determine if the complaint is associated to inspection activities for which he or she is responsible and it is validated for a subsequent investigation. If the complaint or appeal does not proceed, a record is made in the follow-up matrix of the reason why it does not proceed.

6.5 Analysis of causes and review of traceability: Once the validity of the complaint or appeal has been confirmed, a process to analyze root causes is initiated by reviewing traceability and by using the corrective action management record. The person responsible for QM is also responsible for performing the analysis of causes and for revising the traceability of the complaint or appeal.

6.6 Planning of corrective actions: Once the root causes for the complaint or appeal have been established, the technicians involved proceed to plan the appropriate corrective actions.

6.7 Approval of the decision and of the corrective actions: The person responsible for the SGC reviews the corrective action and makes a decision on the condition of the assessed item, as well approving the corrective actions presented by the experts.

6.8 Preparation of the final report for the handling of complaints or appeals presented by interested parties: With the information gathered from the review of the traceability and with the approval of the corrective actions, the coordinator of QM prepares a final report of the treatment of the complaint or appeal, which is reviewed by the intervening expert.

6.9 Delivery of the report to the client or interested party: The expert is responsible for the delivery of the report to the client or interested party via email. The document will be stored in the file of the work carried out for the client or interested party, if that is the case.

6.10 Follow-up on the execution of decisions and corrective actions: The QM coordinator monitors the execution of the corrective actions and verifies its efficiency over a certain period of time, as established in the non-conformity management procedure.

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3. RECORDS

Form title or code	Name of Record	Responsible for the control	Conservation period
CLIENT'S NOTES	Complaints and Appeals	Responsible of SGC	Permanent
IT080201	Non-conformities, preventive actions, Complaints and Appeals Request	Responsible of SGC	9 years
TITLE	Communication to the client	Responsible of SGC	9 years