

Appeals & Complaints Handling Procedure

Purpose

This procedure defines a systematic approach for managing complaints and appeals related to Technotex's certification activities. It ensures that all concerns are handled fairly, transparently, and impartially, maintaining confidentiality at all times while meeting accreditation and ISO 17021-1 requirements.

Scope

Applies to all clients, stakeholders, and interested parties engaging with Technotex. Covers complaints regarding certification decisions, auditor performance, audit findings, or organizational conduct. Applies to appeals against certification decisions made by Technotex.

Definitions

- **Complaint:** Expression of dissatisfaction concerning Technotex's services or personnel.
- **Appeal:** Request to review a Technotex certification decision.
- **Confidentiality:** Safeguarding identities and information at all times

Complaints Handling Procedure

Submission:

- Complaints may be submitted via email: integrity@technotex.co
- Website: www.technotex.co
- Telephone: +880224470482, +8801711377796, or
- Postal Address: House-76(B4), Road-17, Sector-14, Uttara, Dhaka-1230.

Details must include complainant name, contact information, and nature of complaint.

Acknowledgement:

Technotex acknowledges complaints within 48 hours of receipt.

Evaluation & Investigation:

Quality Manager or delegated personnel conducts initial review. Independent investigation team examines records, interviews involved parties, and reviews evidence.

Decision & Communication:

Findings are analyzed, and a written decision is communicated including outcomes and corrective actions.

Record Keeping:

All complaints and investigation records are logged in Complaint Register with restricted access to authorized personnel.

This procedure integrates content from P023 (Appeals) & P025 (Complaints) into a single consolidated document.

Appeals Handling Procedure**Submission:**

Appeals must be filed in writing within 10 working days after a certification decision. Appellants must provide decision challenged, reasons for appeal, and supporting evidence.

Acknowledgement & Validation:

Appeals are acknowledged within 48 hours. Appeals Officer validates submission details.

Independent Review:

Review Panel uninvolved in the original decision investigates the appeal.

Decision & Closure:

Findings and corrective actions documented; decision communicated in writing within 30 working days. Review Panel decision is final.

Responsibilities

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| • Managing Director (MD) | : Oversight of impartiality & final approvals |
| • Chair of Impartiality (COI) | : Ensures no conflict of interest |
| • Certification Manager (CM) | : Coordinates complaints & appeals processes |
| • Quality Assurance Officer | : Maintains records & confidentiality |
| • Appeals Officer | : Manages appeal workflow & independent review |
| • Investigation Team | : Examines complaints & prepares recommendations |

Confidentiality

All complaints and appeals handled under strict confidentiality; details shared only with authorized personnel.

Public Accessibility

Procedure publicly available on Technotex official website to ensure stakeholder awareness and transparency.

*****END*****

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