



Eurolink Safety Training Center

Complaints and Appeal Procedure

ISO/IEC 17024:2012

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Amendment and Approval Record

Issue No.	Issue/Rev No.	Date of Issue	Description of Change	Approved By
01	01/00	07-Oct-2025	Initial Issue	Managing Director

1. Purpose

To establish a transparent, impartial, and timely process for receiving, recording, investigating, and resolving complaints and appeals related to the activities of **Eurolink Safety Training Center**.

The purpose of this procedure is to ensure that all concerns, feedback, or disputes whether from candidates, certified persons, clients, or external stakeholders are addressed objectively and in line with ISO/IEC 17024 and EIAC/SAAC requirements.

2. Scope

Applies to:

- all complaints or appeals related to certification decisions, assessment conduct, examination procedures, certified persons, or Eurolink staff;
- feedback received through formal or informal channels; and
- any expression of dissatisfaction regarding impartiality, integrity, or operational fairness of Eurolink Safety Training Center.

It excludes complaints not related to Eurolink's certification activities (e.g., unrelated third-party grievances).

3. Reference

- ISO/IEC 17024:2012 Clauses 9.8 and 9.10
- ISO/IEC 17024:2012 Clause 4.5 (Impartiality and Confidentiality)
- EIAC- PHSD SCHEME DOCUMENT
- SAAC Accreditation Requirements
- Quality Management System Manual – Eurolink Safety Training Center
- Information & Data Security Procedure – ESTC_SA_PR_04

4. Responsibility

- **Managing Director** is responsible for ensuring impartial handling of all complaints and appeals, approving final decisions, and communicating outcomes to relevant parties.
- **Quality Manager** is responsible for receiving, logging, tracking, and maintaining all feedback, complaints, and appeals; coordinating investigations; and ensuring confidentiality and fair resolution. The Quality Manager also presents complaint and appeal trends during management review meetings.

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- **Technical Manager** provides technical input and clarification when a case involves assessment content, examiners, or scheme-related issues.
- **Certification Decision Committee** reviews appeals related to certification decisions and ensures that no member involved in the original decision participates in the appeal review.
- **Administration Team** acknowledges receipt of complaints or appeals, maintains correspondence, and communicates results to the complainant or appellant once resolved.

5. Procedure

5.1 Receiving Feedback, Complaints, or Appeals

Feedback, complaints, or appeals may be submitted by email, telephone, or written correspondence, using the **Feedback Form** or by direct written request.

All submissions are forwarded immediately to the Quality Manager, who acknowledges receipt within five working days.

Anonymous complaints may be reviewed at management's discretion if credible evidence is presented.

5.2 Registration and Classification

Each complaint or appeal is recorded in the **Complaint and Appeal Register** and assigned a unique reference number. The Quality Manager classifies each entry as one of the following:

- **Feedback** – suggestions or comments for improvement;
- **Complaint** – dissatisfaction with services, staff behavior, or certified persons;
- **Appeal** – challenge against a certification decision, suspension, or withdrawal.

5.3 Initial Review and Acceptance

The Quality Manager reviews the information for completeness and determines whether the issue falls within Eurolink's certification scope.

If accepted, the case is formally logged and an acknowledgment sent to the complainant, stating the expected resolution timeframe.

If not related to Eurolink's activities, the complainant is informed with appropriate referral guidance.

5.4 Investigation of Complaints

For operational complaints (e.g., examiner behavior, delays, documentation errors), the Quality Manager assigns an investigator not previously involved in the issue.

The investigator gathers all relevant evidence—interview notes, assessment records, communication logs and submits a report within 10 working days.

If the complaint involves a certified person, Eurolink contacts the individual for a written response and may consult the Certification Decision Committee for impartial review.

All complaint investigations are handled confidentially and without bias.

5.5 Appeals Related to Certification Decisions

If a candidate or certified person disagrees with a certification decision (grant, suspension, withdrawal, or refusal), they may file a written appeal within 30 days of notification.

The Quality Manager registers the appeal and forwards it to the **Certification Appeals Panel**, comprising:

- the Managing Director (Chair),
- one member of the Certification Decision Committee not involved in the original decision, and
- one independent technical advisor (as needed).

The panel reviews the appeal evidence objectively, without involvement from personnel who participated in the original decision.

A written resolution, including justification, is issued within 30 working days.

5.6 Resolution and Communication

Upon completion of an investigation or appeal:

- The Quality Manager documents the findings, corrective actions, and closure date in the **Complaint and Appeal Register**.
- The Managing Director approves the final decision.
- The complainant or appellant is informed in writing of the outcome and justification for the decision.

If the issue leads to corrective action within Eurolink's system, the Quality Manager ensures it is implemented, verified, and reported during the next management review.

5.7 Confidentiality and Impartiality

All complaint and appeal records are treated as confidential. Information is shared only with authorized personnel directly involved in the resolution process.

No individual who was the subject of a complaint, or involved in the decision under appeal, participates in its investigation or adjudication.

5.8 Corrective Action and Management Review

The Quality Manager identifies root causes of recurring complaints or appeals and raises appropriate corrective or preventive actions.

A summary of complaints, appeals, and customer feedback trends is presented in each management review meeting for evaluation of continual improvement opportunities.

5.9 Closure

A complaint or appeal is considered closed only when:

- all investigations are complete,
- actions have been implemented and verified, and
- formal written communication of the outcome has been issued.

The closure is recorded in the register with date, responsible person, and final remarks.

6. Records

Document Name	Retention Period	Owner
ESTC_SA_PR_08_F01 Feedback Form	5 years	Quality Manager
ESTC_SA_PR_08_F02 Complaint and Appeal Register	10 years	Quality Manager
ESTC_SA_PR_08_F03 Investigation Reports	10 years	Quality Manager