


## Guidelines for Dealing with Complain and Appeal PB17G

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## **Guidelines for Dealing with Complain and Appeal**

### **1. INTRODUCTION**

- **Complaint**

Expression of dissatisfaction by any person or organization against to the activities of EGAC or a CAB accredited by EGAC.

- **Appeal**

It is a request by a CAB to EGAC for reconsideration of any adverse decision made by EGAC related to its desired accreditation status.

- **EGAC Performance**

EGAC is committed to provide a world class, value adding accreditation service and aim to maintain the highest standards in all EGAC dealings with EGAC customers, third parties and stakeholders. However, EGAC recognize that on occasion it may be necessary for EGAC customers, or those using accredited services to raise a complaint/appeal with EGAC.

If you are a third party who has concerns about the activities of an EGAC accredited body, or you are a direct customer of EGAC who is unhappy with EGAC service, then EGAC want to hear about it.

Please refer to EGAC appeal/compliant request for details of the complaints process, and how to contact EGAC.

### **2. EGAC CAN HELP IF:**

- You are an EGAC accredited customer wanting to make a complaint/appeal or raise a concern.
- You have raised a complaint/appeal with an EGAC accredited body but believe they have not addressed your concerns in line with accreditation requirements.
- You have justifiable concerns a complaint/appeal against Accredited CAB by EGAC.
- You have noted a misuse of the national accreditation symbol.

### **3. EGAC CANNOT HELP IF:**

- The body/organization you wish to complain/appeal about is not EGAC accredited or certificated by an EGAC accredited certification body
- Your complaint/appeal is anonymous, verbal or not supported by clear evidence which would warrant /justify an investigation by EGAC



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- Your issue surrounds specific financial or legal issues contractual disagreement with an EGAC accredited body or an organization which has been certificated by an EGAC accredited certification body.

#### **4. WHAT TO DO IF YOU HAVE A COMPLAINT/APPEAL?**

EGAC is committed to providing a world class, value adding accreditation service in accordance with the requirements of ISO/IEC 17011 and International Laboratory Accreditation Cooperation (ILAC), and International Accreditation Forum (IAF) for the purpose of the MRA/MLA's (mutual recognition and multi-lateral arrangements). EGAC aims to deal with any complaints/appeal EGAC receives in a fair confidential and impartial manner.

#### **5. EGAC ROLE AND REMIT WHEN DEALING WITH COMPLAINTS/APPEALS**

EGAC will investigate complaints/appeals in accordance with the requirements placed upon us by the international standard ISO/IEC 17011 "Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies". EGAC is not a regulator and as a consequence EGAC doesn't have any legal powers. In addition, EGAC is not an arbitration service and therefore, cannot mediate between an accredited body and its customers concerning any specific contractual or financial disagreements or legal issues. Anonymous, verbal or unsubstantiated complaints will not normally be logged and investigated by EGAC unless there is clear evidence available to justify an investigation.

#### **6. CONFIDENTIALITY**

EGAC is required by the international standard ISO/IEC 17011 to have arrangements in place with all EGAC customers to safeguard the confidentiality of information obtained via the process of accreditation. Therefore, EGAC is not permitted to disclose confidential information about its customers outside of the organization without the written consent of the customer. The only exception is where the law requires such information to be disclosed without such consent

#### **7. HOW WILL EGAC DEAL WITH YOUR COMPLAINT/APPEAL?**

Once EGAC receive your complaint/appeal in writing EGAC will review all the evidence you have provided. This process may require the submission of additional information or further clarification of the issues prior to the complaint /appeal being formally logged. If EGAC determine during the review process that the matter being complained/appealed about is not within EGAC remit, EGAC will advise you as to why your complaint/appeal will not be pursued. On completion of EGAC review, EGAC will register your complaint/appeal, allocate a unique reference number and an investigating officer /Committee will be appointed. A formal acknowledgement confirming receipt of the complaint/appeal, detailing the EGAC remit for the investigation, will be sent on completion of the logging process. This normally takes place within 7 working days of receipt, unless further information or clarification is required. EGAC will provide details of the likely



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timescales for the investigation to be completed. It should be noted that timescales may vary dependent on the severity and extent of the issues within the complaint/appeal. On completion of the EGAC investigation, EGAC will inform you of the outcome and whether your complaint/appeal has or has not been upheld. Please note for complaints/appeals received from third parties about EGAC accredited bodies, EGAC is limited as to the level of information ,EGAC may provide in relation to EGAC investigation and the complaint/appeal outcome for reasons of confidentiality

### **8. CONDITIONS FOR ACCEPTANCE OF A COMPLAINT/APPEAL**

EGAC's policy is to accept complaints/appeals which are relevant to EGAC, or to the related accredited activities of an EGAC accredited body; if authenticated, received by phone, filed in person, or by phone. Authentication would normally involve the receipt of a letter and/or other documentary evidence. This formal procedure shall be followed when a complaint/appeal is received.

### **9. TYPES OF COMPLAINTS/APPEALS**

Complaints/appeals received by EGAC are categorized into two types:

- **TYPE A**

Concerning the activities of EGAC, e.g. Complaints/appeals about conduct of assessments, conduct of EGAC staff.

- **TYPE B**

Is directed to EGAC concerning the accreditation activities of EGAC-accredited bodies.

### **10. HANDLING THE COMPLAINT**

After a complaint is received in EGAC, it will be passed to the Quality Manager who registers it, then submit the complaint to the Executive Director to designate the relevant manager / committee whom is concerned with the complaint. The Quality Manager will send a copy of the complaint to the relevant manager/ committee for investigation.

- **For complaints of type A**

The relevant manager will investigate the complaint and then prepare a written report on the complain to describe whether EGAC procedures and policies have been met or not. Where grounds have been found for EGAC to reconsider its treatment of the complainant, the report will append specific recommendations on the actions to be taken. The relevant manager will send the report to the Executive Director and inform the Quality Manager within one week from the date of receiving the complaint.

- **For complaints of type B**

The Executive Director shall formally designate a committee to deal with the complaint, the committee formally request the accredited body to respond to EGAC, giving initial comment on the complain and indicating the actions it propose to be taken to investigate.

On receipt of the report, the Executive Director may if necessary modify the appended recommendations (but not the factual report). The Executive Director will formally notify the complainant as soon as possible with the outcome of EGAC investigations and proposed EGAC actions.

The Quality Manager shall keep all papers of the complaint (the original complaint, the report of complaint investigation, the formal report and other correspondences) in a file named “COMPLAINTS”

## **11. HANDLING WITH APPEALS**

- **Conditions for acceptance of an appeal**

Appeals will be considered only against an accreditation decision made by EGAC relating to the granting, maintaining, extending, reducing, suspending or terminating of accreditation.

This process should not be followed for appeals received without documented authentication.

All appeals concerning the accreditation decisions of EGAC shall be directed to EGAC and not to any committees, groups or Committees associated with EGAC. Appeals shall not be handled by any group or committee except as indicated in this procedure.

## **12. TIMESCALES**

The Quality Manager shall inform all appellants in writing, within 7 working days of receipt of an authenticated appeal of the action that EGAC plans to be taken.

Where the appellant does not accept the results of the internal review by EGAC and when EGAC has no justifiable reason to reject the appeal then, the appeal shall be considered by an Appeals Committee within 30 days of receipt of the authenticated appeal, The appellant shall be given at least 7 working days' notice of the time and place of the meeting of the Appeals Committee.



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If an appellant fails to provide the information required by EGAC and any other attachments to authenticate the appeal within a period of 21 days from receipt of the appeal Request from EGAC the appeal shall be automatically rendered invalid.

The independent appeal committee has all rights to investigate or asking for any documents related to the appeal, also it investigates the situations with the appellant and with the relevant managers.

After all needed clarification for Appeal has been done , Appeal committee take its independent decision for the Appeal.

Appeal committee decision is a final decision and no resuming can be done on it.

EGAC has to notify the appellant with the Appeal committee decision outcomes after its declaration and resuming the process after that according to the Appeal committee decision.