



## PROCEDURE FOR HANDLING APPEALS AND COMPLAINTS BY THE BPCL CERTIFICATION BODY

The APPEALS AND COMPLAINTS can be done through any of the following mode of communications:

- Written
- Verbal/ Telephonically
- Through Email
- Or any other mode of communications

### **Contact person for Appeal and Complaints:**

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### **Detail procure :**

This procedure covers the process to receive, evaluate and make decisions on appeals/complaints.

### **1. Receipt of Appeals / Complaints :**

- The appellant can appeal within 7 days of receipt of any decision from the Certification body.
- All Appeals / complaints received channeled to the Complaints & Appeals Committee who maintains record pertaining to all complaints including important dates like date of receipt, date of acknowledgement, date of closure or final disposal.
- First, the Appeal and Complaint Committee acknowledges the receipt of appeal/complaint from the appellant/complainant and provides the progress report periodically and the final outcome will be communicated to the appellant/complainant within 30 days from the receipt of appeal/complaint (through email/letter/BPCL portal).

## **2. Validation of Appeals/Complaints:**

- All complaints shall undergo initial scrutiny to determine whether they fall within the ambit of the Certification body activities and whether they are valid.
- If a complaint is outside the ambit of the Certification Body activities or insufficient information provided, the complainant shall be informed accordingly and the complaint shall be treated as closed.
- If the complaint clearly falls within the ambit of the Certification Body activities and appears to be valid, the initial information provided is sufficient for initial investigation the same shall be taken up for further action.
- After validation, it can be taken for detailed investigation.
- It is ensured that the decision-making personnel engaged in the appeals and complaints -handling process are different from those who were involved in the decision being appealed.

## **3. Reporting on Complaints and Other Related Actions :**

- As an outcome of investigation of complaint and root cause analysis if any corrective action is felt necessary the Complaints & Appeals Committee informs Certification Manager / Certification Director and corrective actions initiated by the Certification Manager in line with the requirements of Procedure for Corrective Action.
- All records pertaining to complaints maintained up to date by the Appeals and Complaints Committee. The status of complaints reported to the Certification Manager/Certification Director who is responsible for monitoring of complaints.
- The Complaints & Appeals Committee analyses all the complaints and their outcome for possible trends. The complaints received, their handling and the corrective actions taken discussed as one of the agenda items in review meeting under the chairpersonship of Certification Director, BPCL QA (CB). The analysis of complaints placed during the management review.
- The outcomes of appeals / complaints are reviewed by the Appeals and Complaints Committee and approved by Certification Manager.
- The Certification Manager provides formal notice about the decision taken to the appellant/complainant at the end of appeals/complaint-handling process through Email/Hard Copy/BPCL portal.

## **4. RECORDS**

All the records pertaining to Appeals and Complaints are maintained as per the requirement of BPCL QACB.



**Certification Manager**

**Date: 31.12.2021**