

APPEALS HANDLING AND COMPLIANTS HANDLING PROCESS CERTIFICATION OF PERSONS

1. PURPOSE

This explains SSSC's responsibilities for receiving, evaluating and making decision on complaints, appeals concerning the certification system activities. This procedure is designated to satisfy the customer's appeals and complaints requirement.

2. SCOPE

Complaints and appeals made by SSSC's clients against SSSC and complaints made by interested third parties against SSSC.

A. APPEALS HANDLING

In the event a certified persons wishes to appeal the revocation actions taken by the certifier, notice of intent to appeal must be received within 30 days of the date of notification. The certifier will forward the appeal to the QHSE. When an appeal notice is received, the QHSE will review the appeal and make his decision in a timely manner. The findings of the QHSE will be reported to the certifier, who will report back to the certified persons.

- SSSC has a documented process to receive, evaluate and make decisions on appeals. The appeals-handling process includes the following elements and methods:
 - The process of receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to taking into account the results of previous similar appeals.
 - Tracking and recording appeals, including actions undertaken to resolve them.
 - Ensuring that, if applicable, appropriate corrections and corrective actions are taken.
- The policies and procedures shall ensure that all appeals are dealt with in a constructive, impartial and timely manner.

Document No.	SSSC-ANX-20	Rev. No.	00	Issue No.	01	Issue Date	12 Dec. 16	Page No	Page 1 of 3
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CERTIFICATION PROCESS

- A description of the appeals-handling process will be publicly accessible without request.
- SSSC will be responsible for all decisions at all level of the appeals-handling process. We will ensure that the decision-making personnel engaged in the appeals-handling process are different from those who were involved in the decision being appealed.
- Submission, investigation and decision on appeals will not result in any discriminatory actions against the appellant.
- We will acknowledge receipt of the appeal and will provide the appellant with progress reports and the outcome.
- We will give formal notice to the appellant of the end of the appeals-handling process.

B. COMPLAINTS HANDLING

Complaints are information or feedback receive from SSSC clients against SSSC or received from interested third parties related to SSSC certified clients that may represent their problems on its services / products provided and must be investigated. The validity of the complaints will be determined prior to taking any necessary actions. SSSC has a procedure that all the parties involved in the complaint have the chance to document the complaint and respond to the complaint

The QHSE Manager is responsible to enter the received complaints and through the responsible person to perform the investigation.

- SSSC has a documented process to receive, evaluate and make decisions on complaints.
- A description of the complaints-handling process will be accessible without request. The procedures will treat all parties fairly and equitably.
- The policies and procedures will ensure that all complaints are handled and processed in a constructive, impartial and timely manner. The complaints-handling process includes the following:

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Document No.	SSSC-ANX-20	Rev. No.	00	Issue No.	01	Issue Date	12 Dec. 16	Page No	Page 2 of 3
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CERTIFICATION PROCESS

- An outline of the process for receiving, validating, investigating the complaint and deciding what actions are to be taken in response to it.
- Tracking and recording complaints, including actions undertaken in response to them.
- Ensuring that, if applicable, appropriate corrections and corrective actions are taken
- Upon receipt of a complaint, SSSC will confirm whether the complaint relates to certification activities for which it is responsible and if so, will respond accordingly.
- Whenever possible, we will acknowledge receipt of the complaint and will provide the complainant with progress reports and the outcome.
- SSSC receiving the complaints will be responsible for gathering and verifying all necessary information to validate the complaint.
- Whenever possible, we will give formal notice of the end of the complaints-handling process to the complainant.
- Any substantiated complaint about a certified person will also be referred by us to the certified person in question at an appropriate time.
- The complaints-handling process will be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.
- The decision to be communicated to the complainant will be made by, or reviewed and approved by, personnel not previously involved in the subject of the complaint.

Appeals and Complaints can be addressed to info@starsafetyuae.com

Prepared By: HSEQ / MR Manager

Approved By: General Manager



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Document No.	SSSC-ANX-20	Rev. No.	00	Issue No.	01	Issue Date	12 Dec. 16	Page No	Page 3 of 3
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