

CEI Customer Complaints Procedure

1.1 All customer complaints received into CEI are investigated, as defined in this specification, by the General Manager. The General Manager shall confirm whether the complaint relates to inspection activities for which it is responsible and if so, who shall deal with it, or for testing activities. Appropriate action is taken which may include halting work and withholding reports or certificates until the non-conformance is cleared.

1.2 The customer is contacted not less than two working days after the complaint has been received.

1.3 It is the responsibility of the General Manager, on receipt of a customer complaint, to audit the relevant area of activity or responsibility if this is deemed necessary. This audit is carried out within three working days of the notification of the complaint.

1.4 The audit is carried out using the procedures and documentation specified in Quality Procedure 04, "Internal Quality Audit", which includes actions to be taken when audit findings cast doubt on the correctness or validity of CEI test results.

1.5 The customer is advised, in writing, of the outcome of the investigation and of any corrective actions arising from the investigation.

1.6 All files concerning customer complaints, including the results of the investigation and corrective actions where applicable, are held by the General Manager.

Appeals Procedure

1.1 All appeals received into CEI are investigated, as defined in this specification, by the Quality Manager. The Quality Manager shall confirm whether the appeal relates to inspection activities for which it is responsible and if so, who shall deal with it, or for testing activities.

Appropriate action is taken which may include halting work, withholding reports or certificates, gathering and reviewing all relevant information until the appeal is concluded.

1.2 In the event of an appeal, the company will refer to the relevant association of Notified Bodies. CEI will monitor it. If appropriate the

appeal can be submitted to the relevant association of Notified Bodies for review and guidance. The Quality Manager is responsible for this decision.

1.3 The customer is contacted not less than two working days after the appeal has been received, informing them of the actions CEI are taking to resolve the appeal. CEI will acknowledge receipt of the appeal and will provide the client with progress reports.

1.4 Following the review the customer is advised, in writing, of the outcome of the investigation and of any corrective actions CEI have taken arising from the investigation. The customer is informed by an individual who was not involved in the assessment.

1.5 All files concerning customer appeals, including the results of the investigation and corrective actions where applicable, are held by the Managing Director.

1.6 Formal notice is given to the complainant at the end of the process in writing.

1.7 Regardless of the investigation and decisions of appeals, CEI will not discriminate in any form.