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## Quality Assurance Documents

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### Procedure for complaints & Appeals

NDTSS/QMP/005

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<b>Issued to</b>		
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## Revision Summary

Rev.	Description	Date
2	Upon comments from Doc Review	20.01.2017
1	Update approval status	15.12.2016
0	Initial Issue	15.03.2013

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## 1.0 Scope

1.1 The document prescribes the method of handling recorded complaint or appeal from customers, candidates or end users.

### 1.2 Definitions

1.2.1 Complaint: expression of dissatisfaction, by any individual or organization to NDTSS, relating to the activities of the NDTSS certification procedures, or NDTSS AQB or NDTSS certificate holder

1.2.2 Appeal: Request by applicant, candidate or certified person for reconsideration of any decision made by the certification body related to her / his desired certification status.

## 2. Information for complainants or appellants

2.1 All complaints or appeals must be made in writing and will be similarly acknowledged. Verbal complaints will not be accepted.

2.2 Complaints may be made by any individual (certificate holder, certificate holder's employer, or client of employer) against NDTSS, a NDTSS AQB, or a SGNDT certificate holder.

2.3 Appeals may be made against a decision taken by NDTSS not to award a certificate, to withdraw or cancel a certificate, or not to renew a certificate.

2.4 The NDTSS Scheme Manager will endeavor to deal with complaints and appeals without recourse to committee. Where this is not possible, or where the complainant or appellant insists, the matter will be put before a properly constituted panel.

N.B. Ordinarily, complaints are handled by correspondence with the complainant/appellant who may submit written representations. However, attendance in person before the complaints and appeals panel may be arranged only if special circumstances prevail (as judged by the Panel).

2.5 The appointed Panel will meet and review all relevant material within 21 days of receipt of a written complaint or appeal and decide upon action to be taken by the Scheme Manager.

2.6 Where the Panel cannot, for whatever reason reach a decision, the matter will be referred to the NDTSS Certification Committee or, in exceptional circumstances (as decided by the Certification Committee) the NDTSS Executive Board.

2.7 The Constitution, Terms of Reference and Method of Working of a NDTSS Panel for Complaints and Appeals is attached.



## 3.0 NDTSS COMPLAINTS AND APPEALS PANEL

### 3.1 Constitution

3.1.1 The NDTSS Complaints and Appeals Panel shall be constituted of not less than three ordinary members including the Scheme Manager, a member of the NDTSS Certification Committee and one other to be concerned solely with the interests of the complainant or appellant. At least one member of the Panel will have technical expertise relevant to the complaint or appeal under consideration, e.g., for a complaint or appeal concerning an ultrasonic testing, the Panel will include a certificated UT Personnel.

3.1.2 No person having a direct interest in the case of complaint or appeal in hand shall serve on the Panel. The Certification Committee Member will chair the meeting of the Panel.

### 3.2 Terms of reference

The Panel will be responsible to the SGNDT Management Committee for assessing individual cases of complaint or appeal.

### 3.3 Method of Working

3.3.1 The Scheme Manager will gather all necessary information from the parties concerned in order that the case can be fully assessed by the Panel.

3.3.2 A meeting of the Panel shall be convened by the Scheme Manager in writing, giving 7 clear days' notice of the meeting (unless the case is to be dealt with at a scheduled NDTSS Certification Committee meeting), which shall take place within 21 days of receipt of a complaint.

3.3.3 The Panel shall take into consideration all of the material submitted when reaching a decision. Where the Panel is able to reach a unanimous decision, the Scheme Manager will implement the decision and submit a brief report of the circumstances and decision to the next meeting of the NDTSS Certification Committee.

3.3.4 If the decision of the Panel is not unanimous, it shall be referred to the next executive meeting of the NDTSS executive board which shall decide the case by majority decision. If the complaint can't be resolved within 60 days, the case will be referred to accreditation body.