



Quality Assurance Documents

Procedure for complaints & Appeals NDTSS/QMP/005

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Revision Summary

4	Revised to include the certification chair instead of scheme manager (as currently CC is scheme manager). Revised clause 1.1, 2.4, 2.6, 2.8, 3.1.1 & 3.3.1	08.01.2021
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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. The process can be used for any customer satisfaction process in delivering examination services expressed less than 50% in satisfaction if required by certification committee.

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 Certification Committee Chair or Assigned Scheme Manager will endeavor to deal with complaints and appeals without recourse to committee. The Certification committee Chair or Assigned Scheme Manager will validate the complaint. Where this is not possible, or where the complainant or appellant insists, the matter will be put before a properly constituted panel. The panel will be members from Advisory committee (not less than 3) & Certification committee (not more than 2)

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/Certification Chair.

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

2.7 When a complaint is about a certified person and once validated by the scheme manager, the certified person in question would be informed within 7 days of registration of complaint.

2.8 The Constitution, Terms of Reference and Method of Working of a NDTSS Panel for Complaints and Appeals are detailed in clause 3.0

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 members from the Advisory committee members, two members of the NDTSS Certification Committee. 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. However, the team shall not have any interest with the candidate, the appeal panel shall declare no conflict of interest with complainant or appellant.
- 3.1.2 No person having a direct interest in the case of complaint or appeal in hand shall serve on the Panel. The panel will decide the chair for the meeting with the simple majority, the certification committee member have no vote.

3.2 Terms of reference

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

3.3 Method of Working

- 3.3.1 The Certification Committee Chair / 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 the material submitted when reaching a decision. Where the Panel can 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.
- 3.3.5. The complaints & appeals are formally recording in the non-conformance system and they are tracked and recorded including actions undertaken to resolve them are done and it ensures that where applicable, appropriate corrections and corrective actions are taken.
- 3.3.6. NDTSS would provide the appellant a progress reports, where required and give formal notice to the appellant of the end of the appeals-handling process.
- 3.3.7 NDTSS handles the complaints with strict confidentiality & any information would be released only to the complainant and to the subject of the complaint.