

## **Complaints, Disputes and Appeals Policy and Process**

The process of responding to and addressing complaints, disputes and appeals is an integral part of our company’s client relations and assurance of customer satisfaction.

Complaints and appeals shall be handled within a reasonable timescale and as transparently as possible, whilst fully respecting principles and requirements of confidentiality and impartiality and will not result in any discriminatory actions.

This document is applicable for any complaint raised by a customer, potential customer or any stakeholder who may have concerns about or are dissatisfied with any aspect of our service or the service or performance of a company certified by QME

It is also applicable in the case of an appeal by a customer against an QME decision or in any other dispute.

### **Complaints about QME service or processes**

Complaints should be addressed in the first instance to your QME office to investigate and respond. You will receive acknowledgment, a review of the issue will be initiated, and a response will be made by a person independent of the issue.

### **Complaints about a company certified by QME**

QME involvement in complaints against certified companies is limited to review and evaluation of whether the company is in compliance with the requirements of certification and requiring appropriate action as a result. QME will not become involved in individual cases of dispute.

### **Complaint and Appeal Resolving Process**

- A complaint or appeal shall be submitted in writing.
- To assist in this process, complaints and appeal should include following information:
- Name and contact details of the complainant
- Clear description of the issue
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- Evidence to support each element or aspect of the complaint or appeal (documents, locations, persons, dates etc.)
- Receipt of a submitted complaint or appeal will be acknowledge by QME.

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- QME will provide an initial response, including an outline of the proposed course of action to follow up on the complaint or appeal, within two (2) weeks.
- QME will keep the complainant informed of progress in evaluating the complaint or appeal;
- QME will investigate the allegations and specify all its proposed actions in conclusion to the complaint or appeal.
- QME ensures that the submission, investigation and decision on appeals shall not result in any discriminatory action against the appellant
- QME will finally notify the complainant when the complaint is considered to be closed.

**Note:** Any party making a complaint has the opportunity to appeal their complaint first to the accreditation body and ultimately to the appropriate accreditation body's dispute resolution process.

**Quality Middle East Contacts:**

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