

Document Type:	ISO 17065 Procedure	Document Number	MBS-CID-P940
Revision number	00	Effective date	31 st December 2024

1. PURPOSE

To ensure that all complaints and appeals regarding MBS-CID's certification decisions and services are handled promptly, fairly, impartially, and effectively in accordance with ISO/IEC 17065:2012 requirements.

2. SCOPE

This procedure applies to:

- Complaints related to certified products or MBS-CID services.
- Appeals related to decisions made by MBS-CID in the certification process.

3. RESPONSIBILITY

3.1. Appeals and Complaints Committee is responsible for handling complaints/appeals and satisfactorily resolving them.

3.2. Deputy Director of Quality Assurance-CID, Acts as secretariat for both committees, responsible for records, communications and follows up actions.

4. COMPOSITION OF THE APPEALS AND COMPLAINTS COMMITTEE

The MBS shall maintain a unified Appeals and Complaints Committee responsible for impartially reviewing all eligible complaints and appeals under the product certification scheme.

Key Composition & Governance:

- The Committee shall comprise a minimum of five members, all of whom shall not be employees of the MBS-CID.
- A quorum shall consist of the Chairperson or Vice Chairperson, and any other two members.
- The term of office shall be five years, renewable once.
- The Deputy Director of Quality Assurance-CID shall serve as the Secretariat of the Committee.
- All members must be independent of the matter under review and must not have been involved in the original certification decision or activity
- Any member who has acted as a consultant or been employed by the appellant/client within the previous two years is not allowed to participate in that complaint/appeal processing

5. PROCEDURE

5.1. Receipt and Acknowledgement

5.1.1. Complaints or appeals may be submitted via written letter, email, or designated form.

5.1.2. MBS-CID shall acknowledge receipt complaint MBS-CID-P940-F01 or appeal MBS-CID-P940-F07 within 5 working days.

5.1.3. Each case shall be registered in the Complaints Register MBS-CID-P940-F02 or Appeals Register MBS-CID-P940-F07 and assigned a unique reference number.

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5.2. Validation and Scope Determination

5.2.1. The Secretariat, in consultation with the Director of Quality Assurance Services shall:

- a) Determine if the matter qualifies as a complaint or an appeal;
- b) Confirm that it falls within the scope of MBS-CID activities;
- c) Recommend review by the Committee where applicable.

5.3. Investigation and Information Gathering

5.3.1. The Head of CID shall gather all relevant evidence and documentation in processing the complaint MBS-CID-P940-F03 or appeal MBS-CID-P940-F09.

5.3.2. A comprehensive case summary is compiled and shared confidentially with Committee members prior to deliberation

5.4. Review and Decision-Making

5.4.1. The Committee shall meet to objectively consider the facts and make a decision.

- a) The review must be carried out by individuals who:
- b) Were not involved in the original activity;
- c) Have no conflict of interest or recent ties with the complainant or appellant.

5.4.2. All deliberations are confidential and documented by the Secretariat.

5.5. Communication of Outcome

5.5.1. The decision and rationale are formally communicated in writing within 30 calendar days of receipt.

Notifications shall be directed to:

- a) The complainant, in the case of a complaint MBS-CID-P940-F04 and once closed the complainant shall be notified MBS-CID-P940-F06.
- b) The appellant, in the case of an appeal MBS-CID-P940-F10.

5.6. Corrective Actions and Follow Ups

5.6.1. Where systemic or process failures are identified, corrective and/or preventive actions shall be initiated by the MBS-CID.

5.6.2. Implementation and effectiveness shall be monitored and documented by the Secretariat.

5.6.3. Progress and results shall be reviewed by the Committee during subsequent meetings.

5.7. Confidentiality & non-discrimination

5.7.1. All complaints and appeals shall be treated with confidentiality.

5.7.2. Lodging a complaint or appeal shall not result in any discriminatory action against the complainant/appellant.

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6. REFERENCES

No	Document / information
6.1.	ISO/IEC 17065:2012 – Conformity assessment – Requirements for bodies certifying products, processes and services
6.2	Guidelines for Appointment and Operation of Appeals Committee (MBS-CID-P940-GL01)

7. RECORDS & FORMS

No	Record & form title	Number
7.1	Letter Acknowledging Complaint	MBS-CID-P940-F01
7.2	Complaint Registers	MBS-CID-P940-F02
7.3	Complaint Processing Form	MBS-CID-P940-F03
7.4	Letter Informing the Decision on Complaint	MBS-CID-P940-F04
7.5	Letter Informing Closure of Complaint	MBS-CID-P940-F05
7.6	Closure of Complaint Form	MBS-CID-P940-F06
7.7	Letter of acknowledging Appeal	MBS-CID-P940-F07
7.8	Appeals Status Register	MBS-CID-P940-F08
7.9	Appeals Processing Form	MBS-CID-P940-F09
7.10	Letter informing the appeals decision	MBS-CID-P940-F10

8. RELATED PROCEDURES & GUIDELINES

No	Procedure & guideline title	Number
8.1	Guidelines for Appointment and Operation of Appeals Committee	MBS-CID-P940-G01

9. DOCUMENT HISTORY

Rev	Description of change	Effective date
1.0	New document	31/12/2024