

Introduction

- MAS Quality Certification (MAS) is committed to ensuring an effective and transparent process for managing complaints and appeals concerning its certification services in compliance with ISO/IEC 17021-1:2015. This policy applies to certifications services for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018.

Objective

- The objective of this policy is to establish a clear, fair, and consistent process for resolving complaints and appeals, ensuring customer satisfaction and the credibility of MAS's certification services.

Policy Statements

Top Management Commitment

- The Top Management of MAS is responsible for the effective implementation of this policy and commits to impartially address all complaints and appeals.

Definitions

- Complaint: An expression of dissatisfaction regarding the performance, lack of action, or unsatisfactory behavior of MAS or any person(s) associated with it.
- Appeal: A formal request for reconsideration of any adverse decision made by MAS related to its certification services.

Submission of Complaints and Appeals

- All complaints and appeals should be submitted in writing, either by mail or email, and should include all relevant details.

Acknowledgment

- MAS will acknowledge receipt of the complaint or appeal within 5 working days.

Initial Review

- An initial review will be conducted to determine the validity of the complaint or appeal.
- If deemed invalid, the complainant or appellant will be informed accordingly, with justification.

Investigation and Resolution

- A thorough investigation will be conducted by an appointed committee or individual who was not involved in the subject of the complaint or appeal.
- Resolution steps will be communicated, and the complainant or appellant will be given an opportunity to present additional information or objections.
- The committee or individual will arrive at a decision which will be communicated to the complainant or appellant in writing.

Timeframe

- MAS aims to resolve all complaints and appeals within 30 working days from the date of acknowledgment.

Records

- A complete record of all complaints and appeals, investigations, and outcomes will be securely stored for a period of no less than 3 years.

Impartiality

- All individuals involved in the complaints and appeals process will have no conflicts of interest and will be trained to ensure impartiality and objectivity throughout the process.

Confidentiality

- All details concerning the complaint or appeal will be kept confidential and only shared with those directly involved in the investigation and decision-making process.

Continual Improvement

- MAS shall review the complaints and appeals process as part of its internal audit and management review to ensure continual improvement.

Responsibility and Authority

- The Complaints and Appeals Manager, overseen by Top Management, is responsible for the implementation and ongoing monitoring of this policy.

Policy Review

- This policy will be reviewed annually, or as required, to ensure its continued effectiveness and alignment with ISO/IEC 17021-1:2015.

Date of Issue: 01/02/2023

Authorized By: Ms.Mervat Ali , CEO



This policy is a testament to MAS's commitment to transparency, fairness, and customer satisfaction in providing certification services for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018.
