

Customer Complaints & Appeals

Objective

It is Bureau Technical Inspection Services policy to establish and maintain positive cooperation and liaison with all interested parties. This shall be achieved through the operation of a transparent business process.

This procedure defines the actions necessary for the handling of all customer feedback including appeals, complaints, and professional negligence/public liability claims. It also defines staff responsibilities.

The primary objectives of this procedure are to ensure that:

- Complaints are directed to the appropriate channels and a prompt response is made.
- Complaints are handled in a proactive manner with a high level of customer care.
- A full investigation of the root causes of complaints is made and, as far as possible, any corrective and preventive actions are taken to prevent similar complaints from occurring.
- Complaints are adequately reviewed, and management information is provided, as appropriate.
- Where considered appropriate, specific auditing is performed on the area of activity and responsibility involved in the complaint.
- Satisfactory records of complaints and their resolution are created and maintained.

Scope

This procedure applies throughout Bureau Technical Inspection Services. It must be followed with respect to all complaints and appeals, regardless of how the complaint/appeal is reported to the inspection body.

This procedure only relates to inspection activities for which Bureau Technical Inspection Services can be held responsible. This will be determined by the relevant complaint handler, as defined in responsibilities listed below.

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Responsibilities

Role	Responsibility
Complaint/Appeal Owner	Ensuring effective Customer cooperation and liaison. Ownership and investigation of the complaint and its resolution and closure. Main contact point for complainant/appellant. Create suitable records.
Complaint Handler	Receive complaint/appeal. Record and pass to Inspection Director/Quality Manager/Technical Manager
All employees	Comply with the procedure.
Quality Manager	Appoint Complaint Handler, if Inspection Director is absent, or the complaint concerns the Inspection Director directly. Ensure the complainant/appellant is communicated with. Monitor progress to closure. Retain all records.
Inspection Director	Final decision maker for complaints if the complaint does not directly relate to Inspection Director
Technical Managers	Final decision maker for any appeal.

Managing Director (Parent
organisation)

Investigate complaints involving Inspection Director

‘Complaint’ – an expression of dissatisfaction, other than appeal, by any person or organisation, relating to the activities of the inspection body where a response is expected.

“Appeal”-request against a technical decision, report content.

Customer Feedback

Continuation of inspection contract, lack of complaints and payment of invoices is considered to indicate satisfaction.

The inspection body may conduct customer surveys to gauge satisfaction.

Customer feedback can be provided through several different channels, it will be recorded and passed on to the persons concerned.

Complaint Process

- Complaint received, recorded and acknowledged within 48 hours.
- The complaint owner is appointed by Inspection Director or Quality Manager.
- The complaint owner cannot be the subject of the complaint.
- The complaint was investigated with records created.
- Decision made and discussed with senior management, the subject of the complaint cannot be included in this discussion.

- Complainant informed.
- We aim to investigate all complaints and aim for resolution within 1 month where possible.
- The complaint owner must remain in regular contact with the complainant to advise on progress.

Note

If a complaint directly involves the Inspection Director, all investigations and resolutions are completed by the Managing Director. There is a whistle-blowing line on the inspection body organogram to bypass the Inspection Director if staff have any concerns.

If a complainant will not agree to the proposed resolution a new complaint owner will be selected for review of all actions completed by the inspection body and the process is repeated.

If a complainant is still not agreeable to the second proposed resolution the complaint will be passed to a third party (such as SAFed or UKAS) for resolution.

Appeals Process

An appeal is a technical complaint or request about a decision made or action completed by the inspection body, they would normally be expected to be emailed to the inspection body to include all essential details of the basis for the appeal.

An appeal owner will always be a technical manager or deputy for the discipline involved.

Appeal received, recorded, and acknowledged within 48 hours. Appeal owner appointed by Inspection Director or Quality Manager Appeal investigated with records created.

Decisions were made and discussed with senior management. Appellant informed.

We aim to investigate all complaints and aim for resolution within 1 month where possible.

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The appeal owner must remain in regular contact with the complainant to advise on progress.

If the appeal resolution is not acceptable to the appellant, the inspection body will advise contact with a third party (such as SAFed or UKAS).

The senior management team will ensure that any decision made from a complaint or appeal does not result in any discriminatory action against the complainant or appellant.

Follow-up actions

The Quality Manager will identify if an audit of the process. or persons who are the subject of a complaint or appeal is required to identify preventive actions and lessons learned outcomes.

Amendment History

Date	Version No.	Description
Oct 22	1	New Business Management System document.
January 23	2	Full revision
May 23	3	Revised content
June 23	4	Format revision
November 23	5	Updated, post UKAS assessment