



## PROCEDURE FOR PROCESSING COMPLAINTS AND APPEALS

### 1.0 Purpose

This procedure documents and defines the process to receive, evaluate, and make decisions on complaints and appeals. A description of the complaints and appeals handling process will be accessible to all Southpac Aerospace clients.

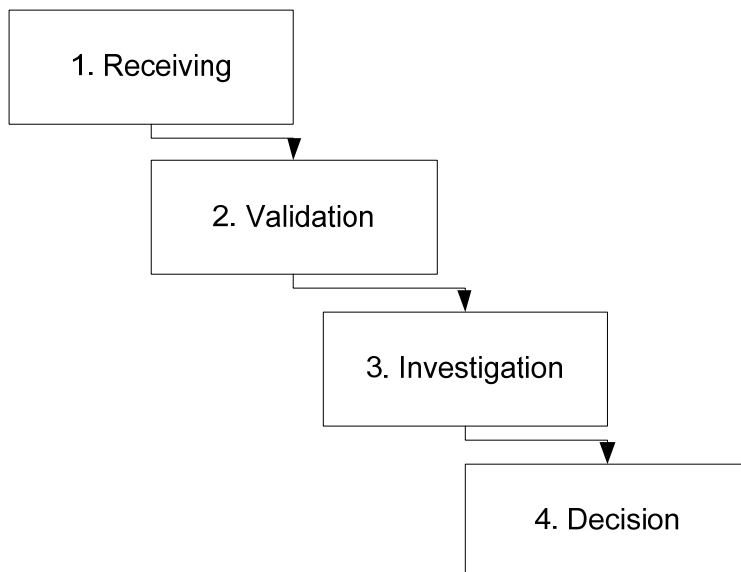
Southpac Aerospace retains full responsibility for all decisions at all levels of the complaints and appeals handling process.

Southpac Aerospace will ensure that the persons engaged in the complaints and appeals handling process are different from those who carried out the audits and who made the certification decisions.

The submission, investigation and decision on complaints and appeals will not result in any discriminatory actions against the appellant.

### 2.0 Appeals

All appeals are required to be submitted in writing no more than 2 months following the date on which the decision was sent to which the appeal applies.



#### 2.1 Receiving

The client has the right to appeal decisions made in regards to the certification of their company.

All appeals shall be logged in *SA Form 30A - Complaints and Appeals Log* and *Form No. 30 - Acknowledgment of Receipt of Appeals* sent to the complainant.

#### 2.2 Validation

The appeal will in the first instance be sent to the General Manager.

The General Manager will assess whether the appeal was submitted within the required timeframes.



## 2.3 Investigation

The appeal shall be directed to the Impartiality and certification Committee and *SA Form 30 Acknowledgement of Receipt of Appeals* letter will be sent to the client. The committee must convene a meeting with the client within two (2) weeks of receipt of the appeal. The committee must make a decision within one (1) week of this meeting.

- a) The appeals committee will be made up of one management representative from Southpac Aerospace, one industry representative and one regulatory representative. All committee members and invitees will be required to sign a Nondisclosure Agreement prior to the meeting.
- b) The client shall be informed of the names of the committee members prior to the Appeals Meeting to ensure that there is no conflict of interest. The invitation to advice on conflict of interest shall be made in the letter advising the client of the meeting agenda, attendees and dates.
- c) The committee members will also be informed of the meeting in the form of a letter advising the agenda, date and attendees. The committee members will be invited, in this letter, to advise if there are any conflicts of interest.
- d) The Southpac Aerospace committee member shall chair the meeting. Minutes of the meeting shall be kept and distributed to all attendees within three (3) working days of the completion of the meeting.

## 2.4 Decision

A report clearly indicating the outcome of the committee's decision/s and the justifications for this/these decision/s shall be formulated by the committee within one week of the meeting and distributed to all parties concerned.

If the report shows that the full Certification is to be reinstated with or without provisions, then this shall take place without delay and the next Certification Activity is to be scheduled. The client's Certificate shall be returned without delay. Documents generated in regards to the Appeal shall be filed in the "Red" Client's File.

The decision to reregister must be made by a majority of the committee. If the report shows that Deregistration is recommended, the *SA Pro 109 Suspending, withdrawing or reducing the scope of certification* shall be followed.

## 3.0 Complaints

All complaints are required to be submitted in writing and sent to General Manager.

All complaints shall be logged in *SA Form 30A - Complaints and Appeals Log*

The General Manager decides on the way in which the complaint is processed on the basis of the complaint; in most cases the General Manager will pass the matter on to the member of staff concerned. The latter will reassess the course of events on all its merits, and in case of unclear standpoints, speaks to the parties involved, including the complainant and advise the General Manager about the decision to be taken.

A decision, supported by arguments, will be made known to the complainant by the General Manager within two weeks of the complaint having been received.

Should the complainant remain dissatisfied with the decision, they can make a request to the CEO to have the initial decision reviewed, but within 4 weeks of having received this initial decision. The CEO will assess whether the procedure has been properly followed and makes a review of the decision.



### **3.1 Confidentiality**

The complaint handler will ensure that information regarding the complaint is handled appropriately. Those who have access to any information regarding the complaint will only have access to the information necessary for them to carry out their role.

The complaint handler should keep clear and objective records which show how the complaint has been handled. Records of any agreements and outcomes should also be kept. The outcomes and agreements will be provided to the complainant.

Southpac Aerospace will ensure that any documents or records kept, arising from a complaint or its investigation, will be held in a safe and secure place

### **3.2 Impartiality**

The *SA Form 30A - Complaints and Appeals Log* will be reviewed at the impartiality committee meetings and the management of the number of appeals and complaints received and processed, and the policy pursued by the management with respect to these. Review of the complaints and appeals will help to safeguard impartiality when dealing with the fore mentioned.