




STANDARDS ORGANISATION OF  
NIGERIA

DOC NO: SON-MSC/CA/001

PROCEDURE FOR HANDLING COMPLAINTS AND APPEALS

This Procedure is established by the under-listed authorities. It is to be used and complied with by all SON-MSC staff

|                        | <b>Prepared by</b>                   | <b>Reviewed by</b>                  | <b>Approved by</b>  |
|------------------------|--------------------------------------|-------------------------------------|---------------------|
| <b>Position</b>        | <b>Group Head, Quality Assurance</b> | <b>Deputy Director-MSC</b>          | <b>Director-MSC</b> |
| <b>Names</b>           | <b>Obianwu, N.M</b>                  | <b>Adewumi R.A</b>                  | <b>Ayeni O. B.</b>  |
| <b>Signature</b>       | <b>SIGNED</b>                        | <b>SIGNED</b>                       | <b>SIGNED</b>       |
| <b>Revision No: 02</b> | <b>Issue Date:<br/>19/3/2019</b>     | <b>Control Copy No: Master Copy</b> |                     |


|   |  |                |
|---|--|----------------|
|  | STANDARDS ORGANISATION OF NIGERIA-MANAGEMENT SYSTEMS CERTIFICATION | SON/MSC/CA/001 |
| Title   | Procedure for Complaints and Appeals                               | Page 2 of 5    |

**0. Contents and record of Changes**

|            |                                  |                 |
|------------|----------------------------------|-----------------|
| <b>0.1</b> | <b>Table of Content</b>          | <b>Page No.</b> |
| 0.1        | Contents                         | 2               |
| 0.2        | Record of Changes                | 2               |
| 1.         | Purpose                          | 3               |
| 2.         | Scope                            | 3               |
| 3.         | Terminology                      | 3               |
| 4.         | References                       | 3               |
| 5,         | Procedure (Complaint and Appeal) | 4               |

**0.2 Record of Change**

| S/N | Date       | Details Of Change   |  | Authorisation      |
|-----|------------|---------------------|--|--------------------|
|     |            | Page                | Clause/Sub-clause and comment  | Name and signature |
| 03  | 19-09-2017 | All                 | Review and update for clarity  | D (MSC)            |
| 04  | 20-09-2017 | Header on all Pages | Change of SON-MSC logo to SON logo                                       | D (MSC)            |
| 05  | 06-03-2019 | All                 | Review and update in line with current changes as regards the Organogram | D (MSC)            |

|   |  |                |
|---|--|----------------|
|  | STANDARDS ORGANISATION OF NIGERIA-MANAGEMENT SYSTEMS CERTIFICATION | SON/MSC/CA/001 |
| Title   | Procedure for Complaints and Appeals                               | Page 3 of 5    |

1. **Purpose**

To ensure that complaints and appeals received by SON-MSC are appropriately addressed within the stipulated period.

2 **Scope**

This procedure applies to all complaints and appeals received by the Standards Organisation of Nigeria, Management Systems Certification Unit.

3, **Terms and Definitions**

3.1 **Complaint**

Any expressed dissatisfaction, written or verbal, with any service offered by the SON-MSC

3.2 **Complainant**

The originator of the complaint

3.3 **Appeal**

A request by client of the SON-MSC for further consideration(s) or change in the decision of MSC on any issue concerning certification

3.4 **Appellant**

Client of SON-MSC making an appeal to SON

3.4 **SON**

Standards Organisation of Nigeria

3.5 **MSC**

Management Systems Certification

3.6 **D MSC**


Director Management Systems Certification

3.7 **DD MSC**

Deputy Director Management Systems Certification

3.8 **QAM**

Quality Assurance Manager

|   |  |                |
|---|--|----------------|
|  | STANDARDS ORGANISATION OF NIGERIA-MANAGEMENT SYSTEMS CERTIFICATION | SON/MSC/CA/001 |
| Title   | Procedure for Complaints and Appeals                               | Page 4 of 5    |

**4. Reference**

ISO/IEC 17021-1      Conformity assessment – requirements for bodies providing audit and certification of management systems


**5. Procedure**

**5.1 Complaints on activities and services of SONMSC**

- 5.1.1 Complaints received by letters, phone and e-mails shall be recorded in compliant register, assigned complaint no and filed in the complaint file by the designated officer.
- 5.1.2 Complaints information is thereafter entered into complaint form and forwarded to appropriate Group Head.
- 5.1.3 The Group Head shall ensure that all complaints are acknowledged by letters, phones and/or e-mails within 24 hours after receipts.
- 5.1.4 The Group Head shall appoint Client Manager to investigate each complaint received.
- 5.1.5 The Client Manager shall carry out the investigations and then detail the investigations carried out in complaints from within 72 hours after receipts.
- 5.1.6 The proposed correction, corrective and /or preventive actions shall then be indicated by the Client Manager as appropriate (Refund, Technical Assistances, Apology, Information, Substitutes) and forwarded to Group Head.
- 5.1.7 The Group Head reviews and communicates the decision/action taken to D MSC for approved action within 24 hours after receipts.
- 5.1.8 D MSC approved action is forwarded to Group Head within 24 hours after receipts
- 5.1.9 The Group Head communicate decision or actions taken to the complainants

**5.2 Appeals**

- 5.2.1 MSC clients may appeal any decision of SON-MSC. This may include decisions not to award certification, decisions to suspend or to withdraw certification, decisions to reduce the scope of certification granted
- 5.2.2 All appellants shall be advised to file a written appeal. This may be in the form of a letter or e-mail.

|   |  |                |
|---|--|----------------|
|  | STANDARDS ORGANISATION OF NIGERIA-MANAGEMENT SYSTEMS CERTIFICATION | SON/MSC/CA/001 |
| Title   | Procedure for Complaints and Appeals                               | Page 5 of 5    |

5.2.3 The appeal shall be forwarded to appropriate Group Head who shall validate it and if necessary appoint a Client Manager to investigate.

5.2.4 The Group Head shall ensure that all appeals are acknowledged by letters/e-mails within 24 hours after receipt.

5.2.5 Once the investigations are complete, the Group Head shall ensure that Client Manager prepare a report on proposed action. The report shall then be forwarded to D MSC for approved action

5.2.6 The Group Head shall then communicate the decision of the MSC to the appellant in writing/e-mail.

5.2.7 If the appellant does not agree with the outcome of the appeal process, the dispute resolution mechanism (detailed in the certification terms and agreement) shall come into effect.

### 5.3 **Tracking of complaints and appeals**

5.3.1 All complaints and appeals shall be tracked and records kept in the appropriate register by QAM4.

5.3.2 Complaints in hard copy registers shall be tracked by indicating dates of actions taken.

## 6. **Impartiality**

Any individual or team involved in the resolution of complaints or appeals shall

- Not be persons named in the subject of the said complaint

## 7. **Appendices**