

	Procedure for Handling complaints and appeals	FA-PR-CP-7.13-00
		Effective date: 12/08/2026
		Rev: 05

1 PURPOSE

This Group guideline defines and describes the appeals & complaints a process to evaluate and make decisions on complaints and appeals, received pertaining to Fahes's certification activities Including CoC, reports and other decisions taken by all areas of the FAHES Offices.

2 SCOPE

This procedure is applicable to the entire certification activities of all FAHES offices

3 DEFINITIONS

APPEAL: A request by a client, his authorized representative or a responsible party, to the Certification Body for re-consideration of a decision it has made related to the Verification, validation or certification of that client is termed an Appeal.

COMPLAINT: A Complaint is defined as an expression of dissatisfaction or concern about the service, lack of service, other than appeal, by any person or organization, to the Certification Body related to its certification activities.

Fahes: Fahes Trading company

3 HANDLING COMPLAINTS/ APPEALS PROCESS

3.1 Receiving complaints

Complaints/ Appeals shall be submitted in writing to the Fahes in person, either by e-mail or by post. Complaints/Appeals must be submitted in writing and marked "Complaint or Appeal", together with the accompanying evidence, information and clarifications proving that this is a complaint/ Appeal. Fahes acknowledges receipt of all complaints and appeals in writing. The acknowledgement outlines the anticipated review period.

When an employee receives a complaint or an appeal expressed orally, the employee shall ask them to complete **FA-FM-CP-7.13-01** Complaints - Appeals Form and send it to the Fahes. If the FAHES does not receive a written complaint, but the recipient of the oral complaint evaluates that information is valuable to the Fahes, the employee shall complete by himself **FA-FM-CP-7.13-01** Complaints - Appeals Form.

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All complaints/ appeals received to Fahes are reviewed by the General Manager and/or a designated employee assigned by him or her. The designated employee shall not be part of the staff involved in the assessment against which a complaint or appeal is being issued. The designated employee reviews the complaint/Appeal whether the complaint/Appeal is about the certification activities under Fahes responsibility and whether the reason for the complaint/Appeal has been unambiguously stated and reasoned.

The designated employee determines whether the complaint contains sufficient information and concrete data and evidence necessary to comply with the provisions of these rules. If this is not the case, the complainant/Appellant will be requested to provide additional information. If the complainant/Appellant fails to provide the requested additional information within the given deadline, the complaint will not be processed in accordance with these rules.

- If the Complaint/Appeal is outside of the scope for Complaints/appeals handling, The designated employee in charge will reject the Complaint/Appeal in writing.
- If the Complaint/Appeal is within the scope, the person in charge initiates the Complaint/Appeal handling procedure as detailed hereafter.

3.2 Complaints/ Appeals resolution & making decisions in FAHES

Complaints/ Appeals are resolved by the Complaints/ Appeal Committee, composed of at least 3 members, selected from among the staff of FAHES and, if necessary, a law expert with the knowledge of certification process and the national legislation.

The members of the Complaints/ Appeal Committee based upon the facts or circumstances of conflict of interest. Members involved in the complaint/Appeal resolution procedure shall not be those who were indirectly or directly included in or related to the activities, which are the subject of the complaint/Appeal. All members sign **FA-FM-MS-5.2-05** Declaration of impartiality and confidentiality.

The Complaints/ Appeal Committee prepares a documented proposal on how to solve the complaint/Appeal along with the planned activities with allocated responsibilities on the **FA-FM-CP-7.13-01** Complaints - Appeals Form.

During the process of solving the complaint/Appeal, all requirements of confidentiality, integrity, independence and impartiality of all those involved in the process of resolving the complaint must be taken into consideration.

The Complaints/ Appeal Committee shall ensure that all necessary activities required to solve the complaints/appeals have been conducted in a timely manner.

If possible, the deadline for complaint/Appeal resolution should not exceed one month from the day the FAHES received the complaint.

If, for justified reasons, a complaint/Appeal cannot be solved within a defined deadline (e.g. availability of evaluation resources, time of planned regular surveillance, etc.), the committee shall report to the complainant on the course of the resolution and the planned activities.

After completing all the activities in the procedure of complaint/Appeal resolution, Complaints/ Appeal Committee drafts a proposal for the resolution of the complaint/Appeal and a proposal of the reply to the complainant, and also proposals of measures and improvements in the work of the Fahes, even in case the complaint/Appeal is evaluated as unjustified.

The decision delivered to the complainant must be made, or evaluated and approved, by **FA-FM-CP-7.13-01** Complaints - Appeals Form.

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Investigation and decisions regarding complaints/Appeals may not result in any discriminatory activities against the complainant.

The decision is delivered to the complainant, describing the undertaken and expected activities by the Fahes, if appropriate.

In case the complainant / appellant disagrees with the Fahes conclusions reached by Complaint/ Appeal Committee, the complainant / appellant may refer their Complaint/ Appeal to the competent authorities (SFDA,SASO etc..).

A complaint/Appeal file in the FAHES must include:

- original complaint/Appeal with delivered evidence and information
- notifications to the complainant/Appellant about the receipt of the complaint/Appeal
- documents and records related to complaint/Appeal resolution
- documents relating to the appointment of the complaint/Appeal Committee,
- proposal of the solution and reply to the complainant/Appellant,
- documented decision of the Complaint/ Appeal Committee about the complaint/Appeal, delivered,
- expert opinions.

The Quality Manager is responsible for keeping records of complaints submitted to the Fahes.

Fahes keeps a statistical register of all received complaints/appeals related to the clients on the **FA-FM-CP-7.13-02** List of complaints, **FA-FM-CP-7.13-03** List of appeals.

3.3 Action to be taken upon resolution of a complaint/Appeal

If the Quality Manager finds that the complaint relates at least in part to the work of the Fahes, and that its resolution may contribute to improving Fahe's activities, he/she will initiate appropriate measures according to system management procedure concerning corrective actions.

3.4 Reporting on complaints/Appeals

Once a year, in the framework of the Management review the quality manager analyses the complaints/Appeals from the previous year, together with the ways of their resolution, and reports on it during the meeting.

4. RETAINED DOCUMENTS

- 4.1- **FA-FM-CP-7.13-01** Complaints - Appeals Form
- 4.2- **FA-FM-CP-7.13-02** List of complaints
- 4.3- **FA-FM-CP-7.13-03** List of appeals

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REVISION HISTORY

Sr. No.	Date of Revision	Version N°	Description of change
1	01/05/2022	00	Creation of procedure
2	20/09/2022	01	Complaints are changed to be managed by the Complaint/Appeal committee.
3	30/08/2024	02	Revision of all Management System
4	08/09/2025	03	Change of FAHES Logo
5	24/02/2026	04	Change of system coding
6	12/08/2026	05	Review and Reorganization of the procedure
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