


Doc. No.:	02 FM 16 R 0	Customer Suggestion and Complain Register Form	 <small>Management Systems Certification Services</small> Management Systems Certification
Main Doc.:	02 PR 05		
Effective:	03 / 09 / 2024		

Part 1 is completed by the complainant or offeror or recipient:

receiver:	Location:	Time:	Date received
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Number: _____


How to make a complaint /suggestion : face-to-face meeting telephone fax oral e-mail
 post

Phone:	Interested party of the customer is certified <input type="checkbox"/>	Customer's name and surname:	Specifications Indicative
The name of the customer representative to receive the answer:			

Subject description:	Subject
Contract description:	

Express request:	Date:	Subject
Signature of the statement/recipient:	Attached documents:	

Please send the completed form to homamcert.uae@gmail.com or whatsapp number (+971) 527742289.

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Part 2 is completed by EH Certification Management Assessor:

How to notify the customer of the receipt of the matter: sending a letter <input type="checkbox"/> phone <input type="checkbox"/> ... <input type="checkbox"/>		subject investigation (CEO/Management Representative)
It is acceptable <input type="checkbox"/> It is not acceptable <input type="checkbox"/> (If it is not accepted, the necessary explanations and notification to the customer should be recorded.)	Subject received:	
If accepted, the following lines will be completed.		
Is the problem occurring again? Yes <input type="checkbox"/> No <input type="checkbox"/>		
The subject of the complaint: the service has not been performed <input type="checkbox"/> delay in providing the service <input type="checkbox"/> poor service <input type="checkbox"/> incomplete documents <input type="checkbox"/> delay in sending the documents <input type="checkbox"/> the behavior of the employees <input type="checkbox"/> the customer's complaint has been certified <input type="checkbox"/> <input type="checkbox"/> Description ...		

Complaint evaluation results: (To be completed according to the conclusion of the investigations with the customer and receiving information from the customer.)

Severity of the effect of the subject of the complaint on the customer's performance: loss of current work penalty by the client's employer/related customer impact on credit

Complexity of the complaint type: Hardly compensable Compensable by meeting and rescheduling

The effect of the type of complaint on the customer: not re-contracting with EH Certification Bad publicity from EH Certification

Type of appropriate action	Class definition (criteria of intensity, safety, complexity, consequences and possibilities)	Class name	Floor
-Solving the complainant's problem within 7 days at most -Issuance of corrective action within 10 days at most	Violation of confidentiality obligations - Impossibility of fulfilling client's duties - Great damage to the reputation and profession of the company - Serious damage to the environment and society - Danger to the safety and health of the person and the environment	Critical	1
Solving the complainant's problem within 10 days -Issuance of corrective action within 15 days at most	-Non-compliance or failure to fulfill obligations based on the goals and policies of the company	Main	2
-Solving the complainant's problem within 15 days at most -Issuance of corrective measures for a maximum of one month	Consequences leading to trouble and harassment of customers -Recommendations to improve work	Medium	3
-Provide an answer for information	Unfair feedback and expectations above the framework of the company's requirements	weak	4

<input type="checkbox"/> Weak	<input type="checkbox"/> medium	<input type="checkbox"/> Main	<input type="checkbox"/> Critical	Classification of complaints: The deadline date for solving the problem of the complainant according to the type of complaint:
-	15 Days	10 Days	7 Days	

Signature of management representative: Date:	Mr./Mrs. Comment on the complaint raised and the type of appropriate action within the period specified in the above table. Responsible for track:	The results of the investigation of the issue (CEO/Management Representative)
Type of action to solve the plaintiff's problem: Conducting a re-examination meeting <input type="checkbox"/> Conducting a review meeting at the client/company's location <input type="checkbox"/> Conducting training <input type="checkbox"/> Presence of a company representative at the client's location <input type="checkbox"/> Sending an additional expert <input type="checkbox"/> Apologizing <input type="checkbox"/> <input type="checkbox"/>		

Description:	Date: ... / ... / ...	Signature of the relevant manager:	Actions taken by the responsible Actions
The result of the action on the date of through letter No. phone <input type="checkbox"/> was announced to the customer and led to satisfaction <input type="checkbox"/> lack of satisfaction <input type="checkbox"/> .			

The results of the action taken:		Final result
Signature of management representative/date:	Corrective action <input type="checkbox"/> Improvement <input type="checkbox"/> Required Deadline: Responsible	
Signature of person in charge/date:	Description of the action taken by the person in charge:	
Signature of person in charge/date:	Effectiveness review result: Adequacy <input type="checkbox"/> Inadequacy <input type="checkbox"/>	