--	Prepared By	Reviewed & Approved By
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Sign & date		
Designation	**Technical Manager**	**Managing Director**

CHANGE HISTORY			
Rev.No.	**Effective date**	**Details of revision / changes made**	**Reason**
00	19.11.2025	New Document	NA
01	16.04.2026	Complaints handling responsibility changed to Operation Manager	To handle the complaints transparently (As per GAC Audit NCR)

1.0 PURPOSE

The purpose of this procedure is to describe process followed to receive, evaluate, validate and make decisions on complaint received from the client and others.

2.0 SCOPE

This procedure covers all complaint received at TAWKEED Conformity Body by any means, like written, verbal etc.

3.0 DEFINITIONS

NA

4.0 ABBREVIATIONS

- SOP - Standard operating procedure
- TK - Tawkeed

5.0 RESPONSIBILITY

- ***Operation Manager*** is responsible for receipt, handling and closing the incident to the clients / other interested parties. He is in consultation with related technical Manager, Evaluators, Quality Personal and other related team members are responsible for handling, validating and analysis and make decision on complaint to the satisfaction of the clients.
- All team members are responsible for directing clients / other interested parties on the procedure of complains adopted by TAWKEED in case of need.
- The overall responsibility to execute this procedure is given below.

Activity	Responsibility
Incident investigation and analysis	*Quality Assurance Officer*
Completion and submittal of incident report records for entry into the Corrective Action System	All related team members
Review, analysis and make decision for closing	*Operation Manager*

6.0 PROCEDURE

6.1 Evaluation of Incidents

For the purposes of this document “Evaluation incidents” are defined as complaints, suggestions, observations and opportunities for improvement.

- **Complaints**

  Complaints are expressions of dissatifaction about related certification activities. .

- **Suggestions**

  Suggestions are vital points in identifying preventive action and system improvement.

- **Observations**

  Observations are incidents witnessed by individuals who are typically independent of the activity being observed.

- **Opportunities for Improvement**

  Opportunities for Improvement are instances where the system functions but can be optimized for greater efficiency.

6.2 Evaluation incidents data is entered into the Corrective Action System for proper treatment (TK-SOP-013). This procedure describes the methodology by which **TAWKEED Conformity** collects and processes incident reports; and communicates the impact to staff members.

6.3 **TAWKEED Conformity** recognizes that incidents occur in daily operation that collectively have an impact on the evaluation process. In order to properly analyze and address system, issues a consistent and thorough process for collection of information is vital.

6.4 **Complaints**

5.1. Compliants may be internal, raised by **TAWKEED Conformity** staff regarding internal services, operations, or employee performance, or external, raised by clients, suppliers, or affiliated organizations.

5.2. Possible complaints are

- Administrative: problems with appointments, certification files, certificates issued or issued late,
- Evaluation procedures: Evaluators / subcontractor problems with incomplete evaluation or surveillance documentation

5.3. The complain will be given unique number in Incidents Register (SOP-010-F02) upon receipt and the log of complaint will be maintained by *Operation manager*.

6.5 Description of procedure of Incidents handling (Complains, Suggestions, Observations and Opportunities for Improvement)

6.5.1 In case of any incident from clients, TAWKEED employees in contact with clients will direct them to fill out the incident report (SOP-010-F01) with the details of:

- Complaint Sr.no, (To be filled by employee upon receipt of complaint).
- Receipt of Complaint
- Raised by
- Name of client / other interested parties
- Description of complaint

6.5.2 All forms are available in hard copy at the TAWKEED office with the employees and as a soft copy of the publicly available information of our website.

6.5.3 Once form is filled out by client, the employee will transfer the form within 2 working days to the *Quality Assurance Officer* to handle and investigate the incident.

6.5.4 *Operation Manager/Quality Assurance Officer* contacts the internal / external source to acknowledge the receipt of information within 7 working days of receipt. He/She shall understand the issue in detail from the source and may decide to personally meet the initiator, depending on the gravity and seriousness of issue.

6.5.5 *Operation manager* validates the complaint within 5 working days to be able to proceed further, by checking necessary back–up records or personal interview of team members who were involved in the complaint.

- If the complaint appears to be valid, the initial information provided is sufficient for initial investigation and it should be identified as complaint, suggestion, observation or opportunity for improvements.
- In case it is found that the information provided in the complaint is inadequate for any follow–up and the complainant is not able to provide minimum required information; the complainant will be informed accordingly, and no further action would be taken.

6.5.6 Incidents should be reported, registered and detailed using the incident report (SOP-010-F01) within 5 working days of validating the incident. *operation manager* analyzes the main root cause (system error / person error) and determine responsible team member or external responsible person.

6.5.7 If any details of the complaints need to be shared with other parties than TAWKEED, permission from the client needs to be taken first.

6.5.8 *Operation manager* uses the incident report filled in by client, including complaint details, root cause analysis and non-conformity raised from this complaint if any. He transfers it to the relevant team member / person responsible for addressing non-conformity within 5 working days.

6.5.9 The team member completes the incident form with all necessary information within 7 working days from receipt of incident form, identifying the root cause of non-conformity and suggesting the needed corrective action with timeline to address the non-conformity related to the complaint (This may include training / counseling the person involved, modify quality polices, stuff number increase with specific competencies) and returns it to the *operation manager* for further review and approval within 5 working days from receipt of the updated incident form.

6.5.10 Corrective actions should have reasonable timeline for implementation.

6.5.11 Decision on suggested corrective actions:

- If the corrective action is not satisfactory by *Operation manager*, the *Operation manager* may follow up with requests for corrective and preventive actions
- If *Operation manager* finds the corrective actions satisfactory, incident form (SOP-010-F01) containing solution of the complaint will be approved and signed by *Operation Manager.*

6.6 Closing of Incidents

6.6.1 Appropriate action is taken based on solution of the incident approved in the incident form.

6.6.2 *Operation manager* communicates all involved team members detailing the issue and remedial action within 2 working days of issuing final decision.

6.6.3 *Operation manager* shall communicate with the client within 5 working days at the end of the process detailing the findings and to formally close the incident.

6.6.4 A copy of the correspondence is kept in the client file for records.

6.6.5 Every client incident is recorded. The records are maintained by the Quality Assurance Officer. The copies of written communication, reports and other documents related to a complaint are organized into a file and are identified with the complaint number. Records of the corresponding corrective actions.

6.6.6 Approval of decision on incident by *Operation Manager* is considered as final and the complainant is informed accordingly.

6.6.7 Once the decision on incident is made by *Operation Manager*, no further incident in this regard will be entertained.

6.6.8 In case of complaint, complainant has the right to appeal the decision of the complaint following the procedure of Receive, Evaluate and make Decisions on appeals (TK-SOP-008).

6.6.9 No discriminatory action will be taken against the client irrespective of the decision.

6.6.10 All same procedures apply with external resources (Subcontractor).

6.6.11 The details of all incidents and action taken (Correction, CAPA) are discussed in Management Review meeting.

7.0 LIST OF FORMATS & APPENDIX

7.1 SOP-010-F01 - Incident report

7.2 SOP-010-F02 - Incident Register

8.0 REFERENCES

NA