



ALFRED H KNIGHT

Complaints and Appeals Process

1. AHKIPL responds to written and/or verbal complaints and/or appeals from clients or interested parties that are related to inspection jobs carried out.

On receipt of the complaint, it will be registered in the Complaint Register by the TM/BM of the respective office. Receipt of this complaint will be acknowledged within 3 working days through an email; this email includes that the complaint or appeal has been received and will be further investigated.

2. After receiving the complaint or appeal, AHKIPL will be responsible for gathering and verifying all necessary information to validate the complaint or appeal.

The Technical Manager analyses the complaint or appeal and checks its genuineness and veracity.

If the complaint or appeal is untenable, it is immediately replied to with the facts.

3. An investigation will be done by the TM/ BM of the respective office to ascertain the Root Cause, Correction and Corrective Action Plan and send the same to the Sr. Manager/ General Manager/ Head of Department/ Division, who, prior to this, have not been involved in the original inspection

After approval, the TM/ BM of the respective office makes the necessary correction and implements corrective action.

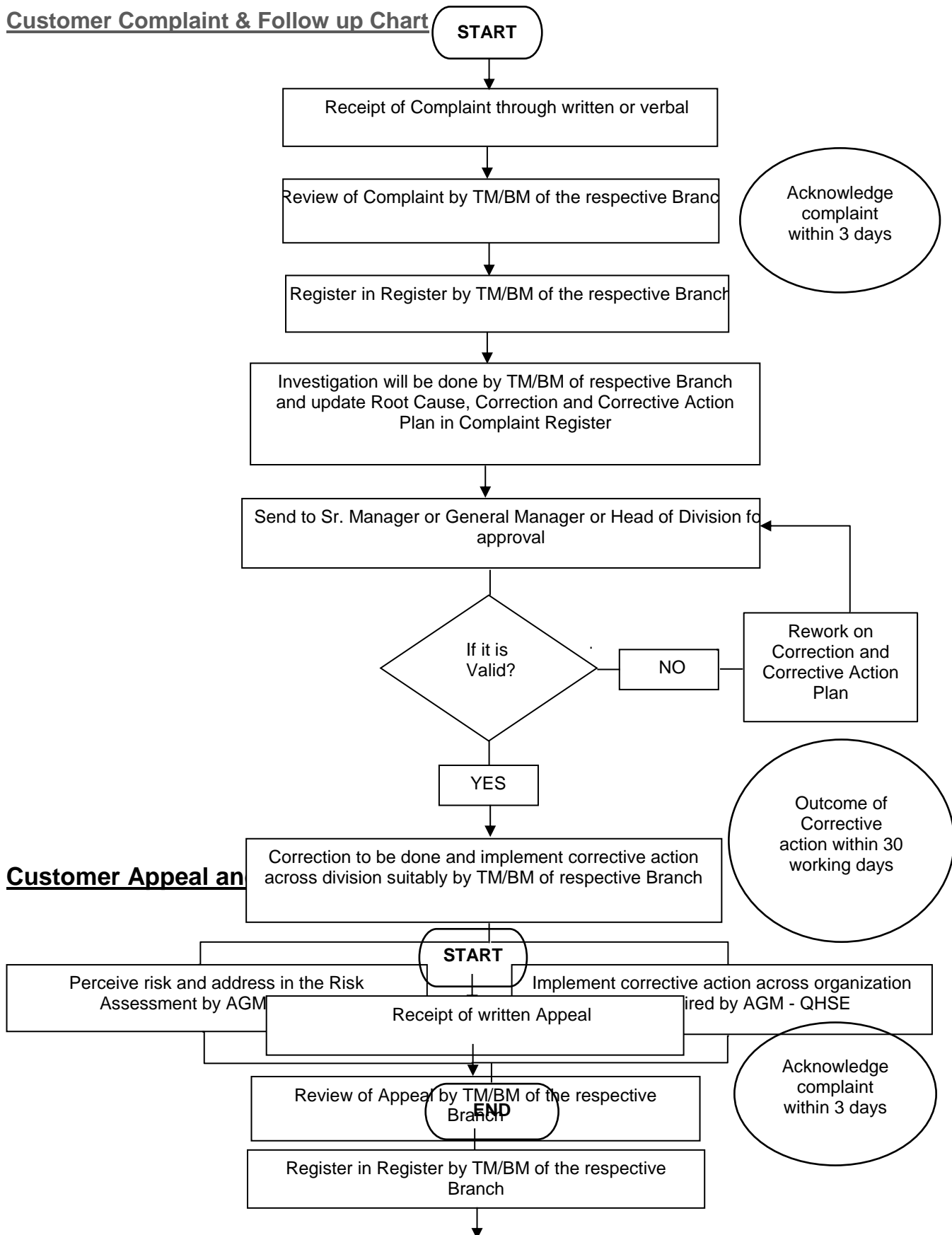
AGM - QHSE will evaluate the perceived risk, that may need to be addressed, in the Risk Assessment and action it accordingly. They will also evaluate whether to implement a corrective action across an organizational level or a specific divisional level and implement it suitably.

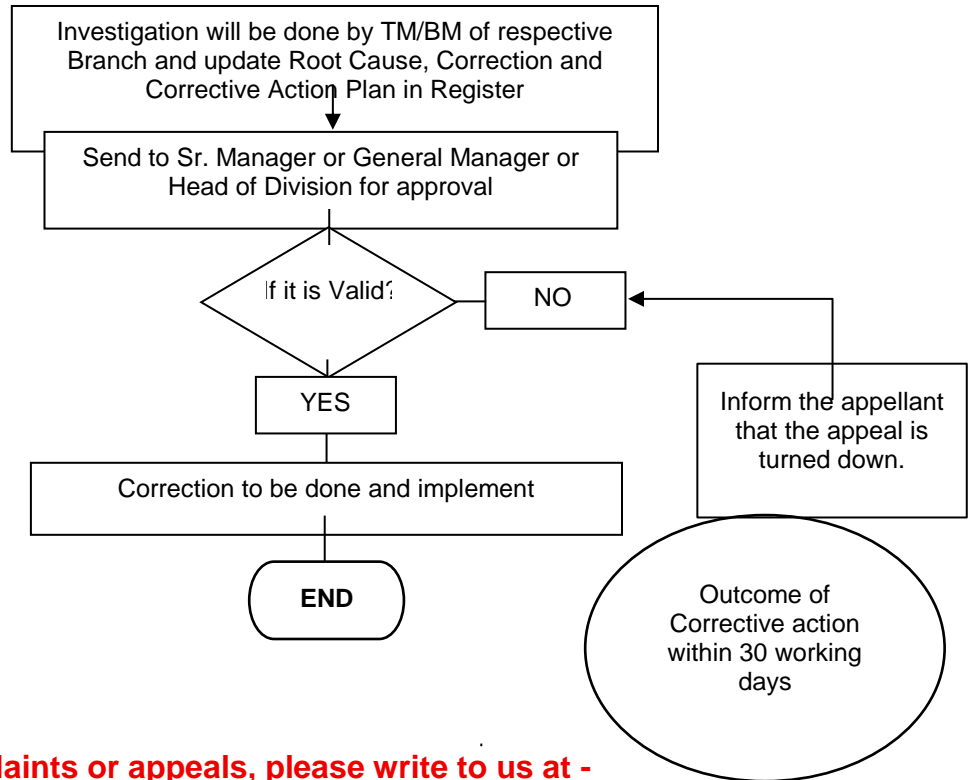
4. The TM / BM of the respective office will provide the complainant or appellant with the outcome of the investigation and implementation of corrective action within 30 working days from acknowledgement of the complaint. Further, a timeline to review and comment on implementation by the complainant or appellant will be 1 working day, before a formal notice signalling the end of the process.
5. The AGM - QHSE makes a review of all the complaints received and registered

over a period of a year, an analysis is made and presented during the Management Review Meeting.

Refer Flow Chart of Customer Complaint Resolution Process & Follow Up in below page.

Customer Complaint & Follow up Chart





NOTE - For any complaints or appeals, please write to us at - enquiries.india@ahkgroup.com.