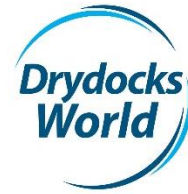


Quality Management System



A DP WORLD Company

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Department: People Department
Section: OD & Workforce Planning
Type of Document: System of Procedure
Title of Document: Procedure for Complaints and Appeals Handling (Certification Body)
Document Number _Rev. No. SyOP-PC-011_Rev. 2
Document Owner: Decision Maker - OD & Workforce Planning
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Approval

Rev. No.	Date	Prepared by:	Reviewed by:	Approved by:
2	25-Feb-2025	Mohammed Moulana B	Rashid K K	Lalinda S.S.H. Kankanamalage

The master copy of this document is available in Quality Department – Business Excellence Section.

Soft Copy is available in 'Connexions – Drydocks World - Dubai' → Management Systems → Quality Management System → Other Certifications → ISO-IEC 17024 Certification Body → System of Procedures.

Record of Amendments

Revision	List of updated/modified sections, if any
2	The organization name has been updated to Drydocks World - Dubai
1	Amended to include confidentiality clause based on the improvement identified through QMS Internal Audit & IN. (Ref. QMS2400033 & IN2400011)
0	First Issue

1.0 Purpose

This document defines the process of handling complaints and appeals received by Drydocks World - Dubai in relation to personnel certification.

2.0 Scope

This procedure applies to the activity performed by Drydocks World - Dubai Persons Certification Section.

3.0 Reference

ISO/IEC 17024:2012 Clause 9.8 & 9.9

4.0 Definitions

- **Drydocks World - Dubai Persons Certification Section** - wording substituted for - **OD & Workforce planning (Certification body)**– where the persons certification activity belongs, refer to org chart.
- **Decision Maker** - Fulfilled by the Accreditation Officer, a competent person assigned by the Drydocks World - Dubai Persons Certification (Certification Body) Assistant Manager to oversee all personnel certification activities, and to issue the final decision on certification based on the information gathered during the certification process.
- **Complaint** - expression of dissatisfaction, other than **appeal** by any individual or organization to a certification body, relating to the activities of that body or a certified person, where a response is expected
- **Appeal** - request by applicant, candidate, or certified person for reconsideration of any decision made by the certification body related to her/his desired certification status
- **Complainant:** - Customer Representative raising complaint against Drydocks World - Dubai.
- **CCA** - Customer Complaint Administrator assigned from Quality Department-Business Excellence Section
- **Responsible Person** – person identified to take actions for resolving customer complaint/appeal

5.0 Responsibility

Business Excellence Section – Quality Department is responsible to review received complaints, update in the Complaint Register, and communicate details with Drydocks World - Dubai Management, Project Manager and Responsible Person for resolving and to keep track of the complaints received. Also responsible for analysis of Customer complaints and preparation of report(s), which will be communicated to Drydocks World - Dubai Management periodically.

It is the responsibility of Responsible Person to analyze with positive mindset and understand the Customer complaint and to take prompt action to resolve the complaint. Responsible Person shall ensure that Customer expectations are met and Customer.

6.0 Procedure for Complaints Handling

6.1 Customers can raise complaints using any of the following method:

6.1.1. Sending e-mail to customer.care@drydocks.gov.ae

6.1.2. Sending complaint letter/email to Drydocks World - Dubai addressing the Drydocks World - Dubai Persons Certification Assistant Manager

6.2 Upon receiving complaint/appeal, Customer Complaint/Appeal Administrator from Business Excellence Section shall update the details **Mariner Computer Program THQU165** - Customer Complaint Register. A unique number will be generated as Customer Complaint Number for reference and this number will be forwarded to Drydocks World - Dubai Persons Certification Section for their record which will be in Certificates Status Master list. CCA may liaise with the complainant to fully understand the complaint and collect any additional details if required.

6.3 Once the complaint is created in **Mariner Computer Program THQU165**, an acknowledgment email with Customer Complaint Number will be sent automatically to the complainant. See Annex 9.2

6.4 The complaint shall be validated by Business Excellence – Quality Department if it is valid or not. If it is found out that the complaint has no serious purpose it will be rejected, by sending a response with the details of rejection.

if the complaint is valid, it will be accepted and CCA shall liaise with responsible section, forwarding the complaint identification number and description, as part of investigation for action. For possible cases it will be forwarded to the department head in order to ensure impartiality and effectiveness in closing complaint.

6.5 Responsible Person shall take the necessary actions to resolve the complaint/appeal. During the course of resolving complaint/appeal, Responsible Person shall liaise with Complainant to ensure that proposed action will be acceptable. This action should be completed at the earliest, not later than three (3) working days.

6.6 If, due to the nature and complexity of the job, the complaint cannot be resolved within the committed period, Responsible Person shall inform CCA about the extended deadline with justification. The same shall be communicated to the Complainant by CCA.

6.7 Responsible Person shall send response details including documented records/attachments to CCA on action taken to resolve complaint. After review, the same shall be forwarded to Complainant by CCA via email for corrective action or progress.

6.8 Once the resolution is accepted by the complainant, these action details shall be updated in the **Mariner Computer Program THQU165** by CCA and the complaint can be closed.

Note 1: In exceptional cases, if the Complainant does not accept the response, CCA shall inform Drydocks World - Dubai Quality Manager for further action/escalation. In such cases, the status will remain as 'Open' in **Mariner Computer Program THQU165**.

6.9 If a dispute arises due to a department not taking responsibility for addressing a customer complaint, CCA shall update the status as 'Under Dispute' in Mariner Computer Program THQU165. CCA shall inform Manager – Quality about such cases for further escalation.

7.0 Procedure for Appeals Handling

7.1 Customers can raise appeal using any of the following method:

7.1.1. Sending e-mail to customer.care@drydocks.gov.ae

7.1.2. Sending appeal letter/email to Drydocks World - Dubai addressing the Drydocks World - Dubai Persons Certification Assistant Manager

7.2 Once the appeal has been received by Business Excellence – Quality Department, a reply will be sent (see Annex 9.1) along with a unique identification number will be generated and will be sent to the appellant for traceability. Accordingly, the appeals reference number will be communicated to the Drydocks World - Dubai Persons Certification Section to be lodged in the Certificate Status Master List.

7.3 Business Excellence – Quality Department will review the appeal and shall send the report its decision within seven (7) days. Any personnel involved in the certification process shall not be a member of the appeals review and decision-making process.

7.4 Appellant shall be provided with a progress report until final solution is proposed by Business Excellence – Quality Department.

7.5 If in any case that the appellant is not satisfied with the proposed solution, the appellant has the rights to appeal against the decision of Drydocks World - Dubai Persons Certification Section to a legal authority.

7.6 Drydocks World - Dubai Persons Certification Section, with the help of their legal team, and the appellant shall fully cooperate and shall be obliged to follow any order issued by the legal authority regarding the relevant appeal.

7.7 All appeals shall be reported and documented with the necessary details in the Certificate Status Master List.

7.8 All information gathered during complaints and appeals handling will be treated confidential and in accordance with **Procedure for Maintenance and Release of Information for Persons Certification Activity (SyOP-PC-002)**.

8.0 Records

Records related to this process shall be kept in Drydocks World - Dubai Persons Certification Section for an indefinite period.

9.0 Annex

9.1 Acknowledgement E-mail Content (Complaints)

Dear <Customer Name>,

We acknowledge the receipt of your complaint related to Persons Certification Services. Your complaint is registered with Complaint No. <Complaint No.xxxx>.

Please accept our sincerest apologies for the inconvenience caused. Our Team is working on the resolution, and we will revert to you within three working days.

Should you like to hear more from us on this subject, please contact the undersigned.

Thanks & Regards

Customer Appeals Administrator

Business Excellence – Quality Dept.

Drydocks World - Dubai

9.2 Acknowledgement E-mail Content (Appeals)

Dear <Customer Name>,

We acknowledge the receipt of your appeal related to Persons Certification Services. Your appeal is registered with Appeals No. <Appeals No.xxxx>.

Please accept our sincerest apologies for the inconvenience caused. Our Team is working on the resolution, and we will revert to you within three working days.

Should you like to hear more from us on this subject, please contact the undersigned.

Thanks & Regards

Customer Appeals Administrator

Business Excellence – Quality Dept.

Drydocks World - Dubai