

## PROCEDURE FOR COMPLAINTS & APPEAL

# INDIAN SOCIETY OF HEATING, REFRIGERATING and AIR CONDITIONING ENGINEERS (ISHRAE)

### Head office

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**1. Purpose:**

The purpose of this procedure is to document, establish, implement and maintain the system for addressing Appeal, Complaints and Disputes received by ISHRAE as per requirements of QCI SDO accreditation criteria and other applicable international standards for certification bodies offering management system certifications

**2. Scope:**

This procedure is applicable to all appeal, complaints and disputes received by ISHRAE related to its Standard development related matters (e.g. Standard under development and Standard already published)

**3. Responsibility:**

- Complaints & resolution committee
- Appeal committee

**4. Procedure:**

**Complaints**

- SCC shall receive, evaluate and make decisions on complaints while taking utmost care for confidentiality, as it relates to the complainant and to the subject of the complaint. Information about complaint handling process of ISHRAE STANDARDS is made publicly available through website.
- The time to respond to a complaint shall not exceed 15 calendar days for any step.
- The complaints handling process includes the following-
  - a) An outline of the process for receiving, validating, investigating the complaint and for deciding what actions to be taken in response to it
  - b) Tracking and recording complaints, including actions undertaken in response to them
  - c) Ensuring that any appropriate correction and corrective action are taken.
- ISHRAE STANDARDS - secretariat is responsible for gathering and verifying all necessary information to validate the complaint.
- Submission, investigation and decision on complaints do not result in any discriminatory actions against the complainant.
- The complaint can be made to the ISHRAE STANDARDS by Any interested party / stake holder in writing giving details of the complaint. The complaint shall either relate to a substantive (technical) or a procedural nature.
- The complaints received are recorded in complaints form (ISHRAE/SDO/P/11/03) and is acknowledged

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to the complainant. SCC shall review the complaint to ascertain the seriousness and the genuineness of the complaint. ISHRAE STANDARDS - secretariat shall provide the complainant with progress reports and the outcome

- Respective standard development committee – STC shall conduct the investigation for each complaint related to that particular standard. Further, the complainant shall be given an opportunity to present the case to the panel in person if he or she so desires.
- The complaint panel (Respective standard development committee – STC) shall investigate the complaint by looking into the records and / or talking to the complainant and shall take a decision taking into account the results of any previous such complaints.
- The details of investigation and appropriate actions identified are recorded in the complaint register. ISHRAE STANDARDS - secretariat shall inform the complainant about the action taken and if the complainant is satisfied with the actions taken the complaint is treated as closed. The final Decision on the resolution of complaint shall be taken by the STC - Chair of the Respective standard development committee.
- Failing resolution of a complaint, the standards development organization shall render a written decision within the further 15 calendar days.
- **Appeals**
- In case, Complainants is not satisfied with the resolution or initial response, Complainants may appeal the decision to SCC (ISHRAE Standard’s SDO’s highest governing body). In addition, Complainants are informed of their right to appeal during the recirculation process, which means they have 2 – 4 weeks to file an appeal depending on the length of the recirculation. Appeals are procedural in nature and are either an administrative appeal or a special circumstance appeal
- ISHRAE STANDARDS - secretariat shall record each appeal and acknowledge the receipt of the complaint. Each appeal shall be addressed within 60 working days from the receipt and shall provide the Complainants with progress reports and the outcome.
- Each appeal forwarded to Appeal committee referred as SCC (ISHRAE Standard’s SDO’s highest governing body) for constituting the panel and taking the decision.
- The appeal panel shall investigate the appeal by looking into the records and / or talking to the appellant and Respective standard development committee – STC and shall take a decision taking into account the results of any previous such appeals. SCC (ISHRAE Standard’s SDO’s highest governing body) gathers and verifies all necessary information to validate the appeal

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- Based on the decision of the appeal panel, ISHRAE STANDARDS shall initiate appropriate actions and the same recorded in complaints form (ISHRAE/SDO/P/11/03).
- ISHRAE STANDARDS shall be responsible for all decisions at all levels of the appeal handling process. The decision on the appeal is reviewed and approved by SCC Chair and is communicated to the complainant. This completes the appeal process and ISHRAE STANDARDS shall also inform the appellant at this time about the closure of the appeal.
- ISHRAE STANDARDS shall ensure that the submission, investigation and decision on appeals shall not result in any discriminatory action against the appellant.
- The right of the complainant to appeal against any decision by ISHRAE STANDARDS is communicated at the time of appeal.
- Information about Complaint & appeal handling process of ISHRAE STANDARDS is made publicly available through web site.
- All the complaints as well as appeals received and their status with respect to their resolution are presented in the MRM and NBOG meeting.

## 5. List of Records

Sr. No.	Title	Format number	Method of Record	Retention period
1.	Complaints & resolution committee	ISHRAE/SDO/P/11/01	Soft copy	Never dispose
2.	Appeal committee	ISHRAE/SDO/P/11/02	Soft copy	Never dispose
3.	Complaints form	ISHRAE/SDO/P/11/03	Soft copy	Never dispose

## 6. History of Modifications

Rev. no	Description of changes	Reason for changes	Change sections / Page nos.	Rev. Date
00	First entry	N.A.	N.A.	01-08-2018
00	ISHRAE logo changed in Header. HQ address changed on Front page	Change of ISHRAE Logo. Head office shifted to new location	All	15-02-2020

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