

1. EXPLANATION:

The purpose of this document is to provide a process for the client or relevant authority, to register a complaint; dispute or Appeal with ExCS team in relation to work provided or unsatisfactory actions by ExCS.

2. COMPLAINTS PROCEDURE:

2.1 A complaint may be reported when:

- One or more personnel of ExCS has mistreated you as the client / relevant authority.
- ExCS has provided sub-standard work – in other words did not execute as per agreed services.
- Services outcome from ExCS, such as results, documentations, etc., are questioned.
- An ExCS employee/personnel offered or insinuated a bribe.
- Personnel of ExCS does not respond in a reasonable time to a client's request.

2.2 Procedure:

- Client or relevant authority to send a complaint in writing to admin-mgr@explolabs.co.za
- The complaint will be then recorded onto ExCS internal QMS relevant documentation, and then provided to the Quality representative for further proceedings.
- In the case of serious complaints, it will be elevated to the Board members / Directors, for further actions.

3. DISPUTES & APPEALS PROCEDURE

- Same procedure process as of "complaints procedure" mentioned above, will be followed.
- Instead of complaints statement reported in writing, client or relevant authority will only send then the relevant Dispute or Appeal statement.
- For detailed process to be followed, the Product Certification Agreement (PCA) document of ExCS shall be consulted.

4. ACTIONS PROCESS:

- The complaint will be then recorded onto ExCS internal QMS relevant documentation.
- The Quality representative or administrator of ExCS will liaise with the client.
- The ExCS personnel will in writing inform the client that the complaint has been recorded for further actions.
- The validity of the complaint is then investigated and communicated accordingly.
- Quality representative & administrator will execute the complaints' investigation and gather relevant information.
- All the information, evidence & documentation received during the investigation, it will be kept on file with the relevant complaint and recorded according to the QMS requirements of ExCS.
- Once the complaint investigation is completed and cleared / outcome determined and the corrective & preventative action has been completed, where applicable, Quality representative or Administrator of ExCS will in writing, inform the client of the complaint outcome and the corrective actions taken.

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