



Complaints and Appeals Process

A copy of this process shall be made available to interested parties upon request.

1. Definitions

Complaint An expression of dissatisfaction, other than appeal, by any person or organisation to an inspection body, relating to the activities of that body, where a response is expected.
Ref: ISO17020:2012 Clause 3.10 adapted from ISO17000:2004, definition 6.5.

Appeal A request(s) by the provider of the item of inspection to the inspection body for reconsideration by that body of a decision it has made relating to that item.
Ref: ISO17020:2012 Clause 3.9 adapted from Ref: ISO17000:2004, definition 6.4.

2. Informal Resolution

2.1 Internal Complaints

- Internal complaints shall be directed to the relevant Line Manager or a member of the Senior Management Team.
- Evaluate the nature of the complaint and confirm if it relates to CMT scope of NDT inspection activities.
- Attempt resolution through discussion or clarification.
- If resolved, document in Monthly Management Meeting.
- If unresolved, escalate to Formal Complaint.

2.2 External Complaints

- External complaints shall be directed to the Senior Management Team.
- Evaluate the nature of the complaint and confirm if it relates to CMT scope of NDT inspection activities.
- Attempt resolution through discussion or clarification.
- If resolved, document in NCR System for inclusion in QMS and Management Reviews.
- If unresolved, escalate to Formal Complaint.

3. Formal Complaint Submission

- Submit written complaint to the Operations Manager or General Manager.
Include:
 - Full name and contact details
 - Description of the issue
 - Relevant dates and supporting documents
 - Desired resolution
- Acknowledgement to be sent to party raising the complaint within 5 working days via email.



4. Investigation & Response

- Complaint reviewed by Senior Management.

Investigation may include:

- Interviews
 - Document reviews
 - Consultation with technical experts
- The investigation shall be recorded on the Non-Conformance Investigation Form (CMT-NCR-01 current revision).
 - Progress update to be issued by email if not closed within 15 working days from the date raised.
 - Formal written response and notification of closure to be issued within 15 working days from date of closure.
 - Investigation and decision on complaints shall not result in any discriminatory action. Refer to the latest revision of the CMT Whistleblowing Policy for further information.

4. Appeals Process

- Submit appeal within 10 working days of the previous decision.
 - Review the appeal by way of an independent panel.
 - The Panel may request additional evidence or hold a hearing.
- Final decision communicated within 10 working days.
- Investigation and outcome of appeals shall not result in any discriminatory action. Refer to the latest revision of the CMT Whistleblowing Policy for further information.

5. Escalation to External Bodies

If internal resolution fails, escalate to relevant external body:

- HSE
- BINDT PCN Complaints and Appeals Panel
- UKAS (for accredited certification or inspection issues)

6. Record Keeping & Continuous Improvement

- All complaints and appeals logged in the Quality Management System.
- Management Review Meetings to include complaints and NCRs.
- Act upon review findings to identify trends and improve services.
- Outcomes may inform training, process updates or policy revisions.

End of Process