

Complaints and Appeals

The procedure contained within this document is applicable to all laboratory and certification services provided by Wintech Engineering Ltd.

All complaints and appeals received by Wintech are fully investigated using this procedure following which the complainant or appellants will be notified of the outcome.

If you wish to appeal a decision made by Wintech please go to Section 1.0 - Wintech Appeals Process.

If you wish to make a complaint regarding any other aspect of the service provided by Wintech, please go to Section 2.0 - Wintech Complaints Process

1.0 Wintech Appeals Process

All appeals should be submitted to Wintech within 21 days from the date of the decision and shall be submitted in writing to;

Appeals, Wintech Engineering Limited, Halesfield 2, Telford, Shropshire, TF7 4QH

Following the receipt of an appeal, a letter shall be dispatched within 2 weeks to the person/organisation, acknowledging receipt of the appeal. The Quality Manager or a nominated person shall then perform an investigation into the dispute. The investigation may include a review of the evaluation process and any related reports, consultation with Wintech employees carrying out the evaluation process, and the person or organisation appealing the decision.

Note: The person conducting the investigation shall not have been involved in the decision making process.

The decision related to the outcome of the full investigation shall be documented and formally communicated in writing to the person/organisation that raised the appeal within 2 weeks of the final decision taken.

Depending on the nature of the appeal, Wintech aim to resolve appeals within 2 months from the date of receipt of the appeal. Should this not be possible, you will be notified in a timely manner with an estimated timeframe for the completion of the investigation process.

Following the investigation, the decision taken to uphold or amend the initial decision under appeal shall be final.

2.0 Wintech Complaints Process

All complaints should be submitted to Wintech in writing either via post or email to;

Complaints, Wintech Engineering Limited, Halesfield 2, Telford, Shropshire, TF7 4QH

T: 01952 586580

E: mwass@wintechtesting.com

Following the receipt of a complaint, person/organisation complaining will be contact by Wintech to acknowledge receipt of the complaint within 2 weeks from receiving a complaint. The Quality Manager or a nominated person shall then perform an investigation into the complaint. The

investigation may include a review of the certification/laboratory activities, consultation with Wintech employees involved in the certification activities, and the person or organisation making the complaint.

Note: The person conducting the investigation shall not be the subject of the complaint nor shall have been involved in activities surrounding the complaint.

The decision related to the outcome of the complaint shall be documented and formally communicated (by phone, email or letter) to the person/organisation who raised the complaint within 2 weeks of the final conclusion.

Depending on the nature of the complaint, Wintech aim to resolve complaints within 2 months from the date of receipt of the complaint. Should this not be possible, you will be notified in a timely manner with an estimated timeframe for the completion of the investigation process.

Following the investigation, any action deemed necessary shall be taken in order to resolve the complaint.