



TSI Complaints Procedure

TSI Quality Services has established a comprehensive procedure to ensure the fair, impartial, and timely handling of all complaints related to certification activities. This procedure reflects our commitment to transparency, accountability, and continuous improvement. This procedure is publicly accessible on TSI's website, ensuring that all stakeholders can easily access information about our complaints-handling process. Regular reviews and updates are conducted to incorporate feedback, lessons learned, and changes in relevant standards, ensuring ongoing compliance with ISO 17024:2012.

1. Receiving and Validating Complaints:

Applicant, Candidate, certified person or any other stakeholders who wish to Complaint can do so through:

- **Online Form:** Accessible via TSI's website.
- **Email:** [admin@tsiquality.com]
- **WhatsApp number:** [0508057743]
- **In Person:** At TSI's office reception.
- **During Examination:** Complaints can also be submitted to the invigilator during the examination.

Upon receiving a complaint, TSI initiates a validation and investigation process to ensure the complaint relates to certification activities under TSI's responsibility.

2. Acknowledgment and Communication:

- A formal acknowledgment is sent within 24 hours, confirming receipt and outlining the next and provides the complainant with progress reports and the outcome.
- The complainant is informed that the complaint will be processed within 3 working days.

3. Responsibility and Verification:

- TSI's Managing Director and Operations Manager are responsible for verifying, investigating, and overseeing corrective actions in response to complaints.
- TSI is responsible for gathering and verifying all necessary information to validate the complaint.

4. Tracking and Recording:

- All complaints are meticulously recorded, including details of actions taken to address them. This ensures comprehensive tracking from receipt to resolution.
- The status and progress of complaints are monitored throughout the process to maintain transparency and accountability.



5. Corrective Actions:

- In cases where a complaint is substantiated, TSI takes appropriate corrective actions to resolve the issue. This may include reevaluating certification decisions or processes.
- Any substantiated complaint about a certified person is referred to the certified person in question at an appropriate time.
- Corrective and preventive actions are implemented to address the root cause of the complaint and prevent recurrence.
- The effectiveness of corrective and preventive actions is regularly monitored and reviewed.

6. Confidentiality:

- TSI adheres to requirements for confidentiality throughout the complaints-handling process, safeguarding both the complainant's identity and the subject of the complaint.
- Complaint records are kept secure and confidential.

7. Formal Notice:

- At the conclusion of the complaints-handling process, TSI issues formal notices via email to complainants, providing closure to the complaint.
- The notice includes the final decision and any corrective actions taken.

8. Review by Unbiased Personnel:

- TSI ensures that the decision communicated to the complainant is either made by personnel who were not previously involved in the subject of the complaint or is reviewed and approved by such personnel.