



<u>Product Approval Work Instruction</u>	Work Instruction No.: PAD 12.12
<u>01/11/2025</u> (9-4-2026)	Work Instruction: Handling Complaints & Appeals

Change follow up

Revision	Date	Changes

1. General**1.1 Scope**

- 1.1.1 This procedure describes the principles regarding the treatment of complaints & appeals received in the Product Approval Directorate (PAD), against one of the PAD actions, one of its employees, or a client in the PAD system.

1.2 Objectives

- 1.2.1 To ensure impartial, thorough and quick action regarding complaints.
- 1.2.2 To ensure that relevant conclusions and decisions are drawn from the complaints and to initiate corrective actions if required as part of handling the complaint.
- 1.2.3 To improve customer and general public satisfaction with the PAD's activities.

1.3 Applicability

- 1.3.1 Applies to the PAD staff.

2. Applicable documents**2.1 Documents mentioned in this work instruction**

- 2.1.1 ISO/IEC 17065- Conformity assessment—Requirements for bodies certifying products, processes and services
- 2.1.2 ISO/IEC 17020- Conformity assessment—Requirements for the operation of various types of bodies performing inspection
- 2.1.3 ISO/IEC 17025- General requirements for the competence of testing and calibration laboratories is the main standard used by testing and calibration laboratories
- 2.1.4 Work Instruction PAD 12.10- Preventive and Corrective Actions.
- 2.1.5 SII Procedure 156- Handling Complaints

<u>Product approval Work Instructions</u>	Work Instruction No.: PAD 12.12
<u>01/11/2025</u> (09--04-2026)	Work Instruction: Handling Complaints

2.2 **Appendices and forms**

N/A

3. **Definitions and terms**

- 3.1 **Direct complaint:** A complaint received from a person, who is not a worker of the institute, that expresses dissatisfaction with any action or omission of the institute as such, or of one of its workers, or of any other activity, that the institute performed as part of its duties.
- 3.2 **Indirect complaint:** A complaint about a product, that is approved by SII and connected to the activities of SII- PAD.

4. **Details and Instructions**

4.1 **Responsibility**

4.1.1 The PAD is responsible for dealing with the following complaints and disputes:

- A. Direct complaints regarding its activity.
- B. Indirect complaints regarding clients or products certified by. PAD.

4.1.2 The responsibility for handling a complaint belongs to the person who was appointed to handle the complaint by the PAD.

4.1.3 The PAD has the overall responsibility for handling complaints. This includes: logging, delegating, following-up, closing, reporting, and corrective action.

4.2 **Confidentiality**

4.2.1 The identity of the complainant and the subject of the complaint will be regarded as confidential and shall not be disclosed to people other than those directly involved in the complaint as defined in this procedure.

4.3 **Receiving and Logging a Complaint**

4.3.1 An employee receiving a complaint by any means (in writing, orally, by telephone), will immediately forward it to the Head of PAD. The complaining party will be asked to point out as many details as possible.

<u>Product approval Work Instructions</u>	Work Instruction No.: PAD 12.12
<u>01/11/2025</u> (09--04-2026)	Work Instruction: Handling Complaints

4.3.2 The PAD will send the complaining party an acknowledgement of receipt within 7 working days. In the case of an indirect complaint, the organization referred to in the complaint will be notified within 7 working days.

4.4 Dealing with a complaint

4.4.1 All direct complaints will be forwarded to the SII Comptroller, according to SII procedure 156.

4.4.2 Indirect complaints will be handled as follows:

- A. The Head of PAD will ensure that the personnel or action that is subject to the complaint are under the responsibility of the PAD (that the certification action relating to the complaint was performed by the PAD) and the SII Comptroller.
- B. After a review of the complaint, the Head of PAD will choose the most suitable person in PAD to handle the complaint (different to the employees who handled the original case). He will then transfer the complaint to this person along with any accompanying documents, if exists.
- C. The person handling the complaint will investigate all aspects of it, will learn the facts pertaining to it and will find out if it is justified. If need be, the person handling the complaint will refer to documents, standards or any other documentation that may have a bearing on the complaint and the facts related to it. The person handling the complaint may decide to meet with other employees and/or the complaining party and question them as he sees fit.

4.5 Terminating the treatment of the complaint

4.5.1 To each complaint received, a reply will be given in writing by the Head of PAD / SII Comptroller.

4.5.2 The answering letter will contain a summary of the investigation conducted, the findings and the conclusions drawn.

4.5.3 With the dispatch of the letter, the case will be considered "closed".

4.5.4 In the event that the complaint may give cause to legal action or to financial demand to the SII, no answer will be sent to the complainant unless its text has been approved by the Legal Adviser to SII.

<u>Product approval Work Instructions</u>	Work Instruction No.: PAD 12.12
<u>01/11/2025</u> (09--04-2026)	Work Instruction: Handling Complaints

4.5.5 A final reply to the complaint will be sent within 30 days after receipt of the complaint.

4.5.6 In cases where it is not possible to complete the inquiry within this period, the Head of PAD is responsible to send the complainant an interim reply.

4.5.7 Open complaints shall be reviewed after 30 days and the reason for the delay shall be documented.

4.5.8 The Head of PAD shall determine whether and to what extent, the subject of the complaint and its resolution shall be made public.

4.5.9 The details of the complaint will be forwarded to the relevant inspector for review during the next inspection.

4.6 Reporting and Corrective Action

4.6.1 The Head of PAD shall consult the SII Legal Adviser for each complaint which, according to his opinion, is liable to cause damage (defamation, legal action, etc.) to the PAD system or the Institution. In this case, a reply will be given to the complainant only after appropriate counsel.

4.6.2 The Head of PAD is responsible for the implementation of a corrective action to a complaint or a cluster of complaints shall be taken, in accordance with Work Instruction PAD 12.10 – Preventive and corrective action.

4.6.3 A report regarding the complaints and corrective/preventive actions, which have been taken will be given once a year during management review.

4.6.4 The report shall analyze the complaints by category in comparison with findings in previous periods. This analysis will include, but not be limited to, duration of complaint handling and degree of justifiability. The Head of PAD shall attach to the report his recommendations regarding corrective or preventive action to be taken in order to reduce the causes of complaints.

4.7 Appeals committee

4.7.1 Pad shall establish an Appeals Committee consisting of four members from among the members of the PAD. Members of the Permits Committee shall not be members of the Appeals Committee.

4.7.2 PAD head shall appoint the chairman of the Appeals Committee from among its representatives on the Committee.

4.7.3 (3)PAD may change, at any time, the composition of the Appeals Committee.

4.7.4 (4)The Appeals Committee shall determine its work procedures, provided that they do not

<u>Product approval Work Instructions</u>	Work Instruction No.: PAD 12.12
<u>01/11/2025</u> (09--04-2026)	Work Instruction: Handling Complaints

contradict the provisions of this Procedure.

4.7.5 (5) The Appeals Committee shall submit to PAD, every six months, a report on its work and its decisions.

4.7.6 (6) The Appeals Committee is authorized

(a) to hear and decide on appeals submitted by clients against the decisions of

PAD not to grant a certificate or to revoke a certificate that has been granted

(b) To discuss and decide on appeals submitted by clients against decisions of the PAD.

4.7.7 A majority of the members of the Appeals Committee shall constitute a quorum at its meetings; decisions in the Committee shall be made by a simple majority of those present at the meeting; in the event of a tie, the vote of the chairman shall be decisive.

4.7.8 Each appeal shall be submitted to the PAD in writing, within four weeks of the date of sending the notice to the client of the corticate about the Committee's decision. The client shall detail the grounds for the appeal and attach, as appropriate and necessary, documents and documentation to support his application.

4.7.9 The Appeals Committee shall discuss the appeal within two weeks of the date of its submission.

4.7.10 The appellant shall be invited to the hearings of the Appeals Committee to present his arguments. If the appellant fails to appear for the hearing to which he was invited, for reasons that are unacceptable to the chairman of the committee, he shall be deemed to have waived his desire to appeal.

4.7.11 The chairman of the appeal committee may invite to its meetings any person who may contribute to its deliberations, but the decisions of the committee shall be made in the presence of the members of the committee and the secretary of the committee only .

4.7.12 Notification of the decision made shall be sent to the client in writing, by the PAD Manager, within two working days of the date of receipt of the decision, detailing the reasons for the decision. The decision of the Appeals Committee shall be final.

4.7.13 After each meeting of the Appeals Committee, a protocol of its discussions and decisions shall be prepared, which shall be discussed by the chairman of the committee.

4.7.14 If the appeal relates to the decision of PAD to revoke a certificate granted, the public publication of the decision shall be suspended until the Appeals Committee has ruled on the matter. However, during the period between the Permits Committee's decision and the Appeals Committee's ruling, the client shall not market its products.



<u>Product approval Work Instructions</u>	Work Instruction No.: PAD 12.12
<u>01/11/2025</u> (09--04-2026)	Work Instruction: Handling Complaints

4.8 Documentation

- 4.8.1 The PAD will maintain a record of all complaints & appeals concerning the activities of PAD.
- 4.8.2 Indirect complaints & appeals will be documented in the client's file.
- 4.8.3 All of the documentation concerning the complaints & appeals will be retained by PAD for a period of three years.
- 4.8.4 Direct complaints will be documented by the SII comptroller, according to procedure 156