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COMPLAINTS AND APPEALS PROCEDURE

DOCUMENT CONTROL INFORMATION

Document Title	DATA AND RECORDS PROCEDURE		
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Document Owner	MM Pullen	Approved by	MM Pullen
Reviewing team	I Schoeman, JJ Schoeman, MM Pullen, DB Moleboge		
Where should this Procedure be kept	Hard copy on site and a signed copy on Nershco SharePoint in PDF format		
Controlled or Uncontrolled Document	This document is uncontrolled when printed		
Reason for changes	Amendments made to comply with Glencore requirements (Document and Data Control Procedure)		
Comments	None		

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1. OBJECTIVE

This document provides for the appropriate management of Occupational Hygiene services that will result in conduct, consistent with best practice in respect of dealing with complaints or appeals.

2. SCOPE

This procedure applies to all complaints and appeals applicable to services rendered by Nershco.

3. RESPONSIBILITIES AND IMPLEMENTATION

Responsible person	Responsibility
Branch Coordinator	Implementation of this procedure: <ul style="list-style-type: none"> • Ensure that the latest version of this procedure is available to all staff • Make staff aware of the procedure • Dispose of out-dated procedure
System Manager	<ul style="list-style-type: none"> • Must ensure that this procedure is revised in accordance with revision schedule. • Must ensure that this procedure is updated when legal and other requirements are amended. • Upload the latest version of this procedure onto SharePoint
All Nershco staff	All occupational hygiene personnel must comply with this procedure
Technical Manager	Ensure that procedure is appropriate for tasks performed

4. ABBREVIATIONS

MD – Managing Director
 OD – Operational Director
 BC – Branch Coordinator
 SM – System Manager
 TM – Technical Manager
 OH – Occupational Hygienist
 OHT – Occupational Hygiene Technologist
 OHA – Occupational Hygiene Assistant

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5. DEFINITIONS

Effective date – date by when the procedure must be implemented (Also known as the implementation date).

6. LEGAL AND OTHER REQUIREMENTS

The following legal and other requirements apply to this procedure:

- SANS 17020

7. GENERAL

The complaints and appeals procedure provides a description of the process for receiving, validating, investigating and providing feedback on a complaint or appeal received from our clients. This procedure includes deciding what actions are to be taken in response to a complaint, or appeal, as well as tracking and recording complaints and appeals, which includes the actions undertaken to resolve them and ensuring that any appropriate action is taken.

8. EMERGENCY PREPAREDNESS

All personnel must adhere to the client's emergency procedures.

Where site establishment is made, the branch coordinator must ensure that a copy of the client's emergency procedures are available to personnel.

Where ad hoc entry onto the client's premises is made, personnel must be accompanied by a staff member of the client.

9. PROCEDURE

9.1 RECEIVE COMPLAINT OR APPEAL

Complaints and appeals may be received verbally, in written format or electronically. All complaints and appeals must be submitted to the administrative assistant who will request the client to complete the complaint / appeals form, document NER-FM-075. A confirmation email will be sent to the client to acknowledge receipt of the complaint or appeal. Regular feedback will be provided to the complainant or appellant on the progress of the process, as well as the outcome once the matter have been dealt with.

9.2 REGISTER COMPLAINT

The admin assistant will register the complaint or appeal on the Complaints and Appeals register (NER-REG-005) and send a copy of the complaint to the System Manager.

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9.3 VALIDATION OF COMPLAINT

All the necessary information will be gathered and verified to validate the complaint or appeal. Once validated, the complaint or appeal must be investigated by the Managing Director or a person appointed by the Managing Director in cases where the Managing Director was the individual involved in the complaint or appeal. Investigation of a complaint or appeal must be done as soon as possible, and without any discriminatory actions.

Where a non-conformance is found, all relevant information must be recorded on the non-conformance report (NER- TEM-014), and the matter will be dealt with further as a non-conformance.

9.4 FEEDBACK

The Managing Director will provide the complainant or appellant feedback on the outcome of the investigation. This may be by means of a report, email or meeting. A copy of the feedback (report, email, meeting minutes) must be forwarded to the admin assistant for record purposes.

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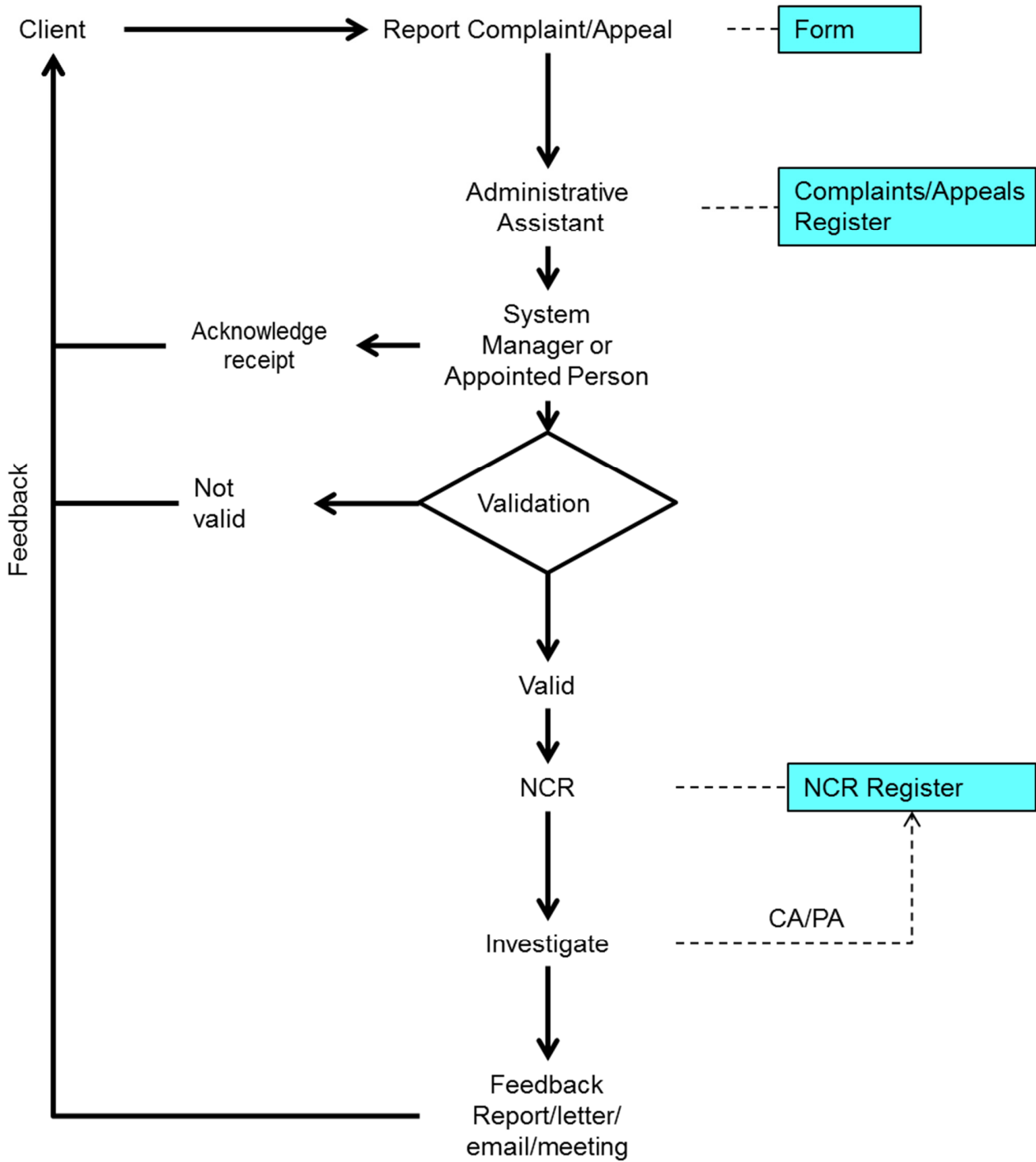


Diagram 1: Complaints and Appeals Process Diagram

10. REFERENCES AND RELATED DOCUMENTS

All records generated in the execution of this procedure must be stored, retained and disposed of in accordance with the Data and Records Procedure (NER-PRO-013).

11. REFERENCES AND RELATED DOCUMENTS

No.	Reference/Doc No.	Title
1.	NER-PRO-001	Occupational Hygiene Management System
2.	SANS 17020	Conformity assessment – Requirements for the operation of various types of bodies performing inspection
3.	NER-PRO-013	Data and Records Procedure

12. SUPPORTING DOCUMENTS

No.	Reference/Doc No.	Title
1.	NER-FM-075	Complaints and Appeals Form
2.	NER-TEM-014	Non-Conformance Investigation Template
3.	NER-REG-005	Complaints and Appeals Register