



فرونٲير جروب إنٲرناشيونال ذ.م.م.
Frontier Group International w.L.L.

CUSTOMER SATISFACTION, FEEDBACK, COMPLAINT AND APPEALS PROCEDURE

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1.0 Context to the Organisation

1.1 Purpose

The purpose of this procedure is to establish processes for managing customer satisfaction levels to ensure they are as high as possible. As a company based in the "service provision" sector, it is essential that client's needs and expectation are met; failure to do so can have a significant impact on the company's reputation and commercial position.

The Purpose of this procedure is to also cover additional requirements as per ISO 9001:2015, ISO/IEC 17020:2012 and ISO/IEC 17021-1:2015.

1.2 Scope

The scope of this procedure covers all the activities of the organization. It is also applicable to all customer or third-party complaints and handling and analysis of the same.

1.3 Interested Parties

As Identified in the IMS Manual- L1-IMSM-01.

Our interested parties, as a minimum, expect us to;

- Do our utmost to maximise customer satisfaction,
- Be able to take appropriate and timely corrective actions in light of customer dissatisfaction (including complaints) and
- Proactively assess with a view to improving customer satisfaction on an ongoing basis.

2.0 Definition

All Definitions in this document are determinable from ISO 9000:2015- Quality Management fundamentals & Vocabulary. Some of the definitions applicable are;

Customer Complaint

An expression of dissatisfaction by a customer employing the services of Frontier Group International that requires a response to an incident or series of incidents.

Customer Feedback

Positive or negative feedback received from a customer based on the service received by the Frontier Group International. This includes comments, commendations, criticisms, advice and pointers where no response is required but information can be used to improve the overall service provided.

Appeal

Request by the provider of the item of inspection body for reconsideration by that body of a decision it has made relating to that item

3.0 Risks and Opportunities

From a business perspective, our clients are the single most important consideration as without them, we would not be able to exist. Poor levels of customer satisfaction threaten both the company's commercial interests and its reputation, causing irreparable damage.

General risks that can arise from poor management of customer satisfaction include:

- Loss of clients for both existing contracts and future work due to lack of confidence in the company's ability to perform activities as required.
- Negative effect on the reputation of the company throughout the industries in which the company operates.
- Repetition of the same issues time after time, lowering customer satisfaction and confidence in the company.
- Negative commercial impact from poor service provision including non-payment for work undertaken and loss of clients.

Opportunities that may arise from thorough implementation of this procedure may include:

- Increased confidence from our clients that we are focused on providing them with the best possible level of service.
- Ability to proactively address issues that negatively impact customer satisfaction before they become critical and lead to damage to the company's reputation and/or commercial position.

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4.0 Responsibilities

S/I	FUNCTION	RESPONSIBILITY
1.	Ensuring Complaints & Appeals Procedure is complied with.	Chief Executive Officer
2.	Identifying and reporting customer complaints to Quality Manager	All Staff
3.	Receiving the Appeals through the said process, Communicating the Appeals Committee and chairing the appeals committee meeting.	Chief Executive Officer
4.	Registering the customer complaint and Appeals in the NCR Register.	Chief Executive Officer, Quality Manager, Certification Scheme Manager
5.	Addressing customer complaints and Appeals as defined in procedure L2-PRC-003 & this procedure.	Chief Executive Officer, Quality Manager, Certification Scheme Manager, Appeals Committee
6.	Responding to complaints, Appeals and providing feedback of corrective action taken.	Chief Executive Officer, Quality Manager, Certification Scheme Manager
7.	Recording customer-related feedback in the Customer Feedback Register	Chief Executive Officer, Quality Manager, Certification Scheme Manager
8.	Reviewing the Customer Feedback Register on a regular basis and if necessary, escalating feedback to a complaint.	Chief Executive Officer, Quality Manager, Certification Scheme Manager
9.	Ensuring that customer feedback surveys are sent out to all clients and reviewing the feedback.	Chief Executive Officer, Quality Manager

Note:- All the Appeals that are raised will be actioned upon taking Appeals Committee's decisions into consideration.

5.0 Customer Satisfaction Procedure

5.1 Customer Needs and Expectations:

It is essential for all departments to ensure that the customer needs are identified and expectations met and wherever possible, exceeded. As such, it is essential that the Tender & Contract procedure is complied with fully and all processes are undertaken including the reviews at both tendering and contract issue stages as well as holding client meetings. This ensures that the local offices are aware of the client requirements, especially those that fall outside standard service provision and can plan to meet them accordingly.

5.2 Customer Complaints:

Complaints and Appeal form- L5-FMT-039, which is required to be filled with the details of the Appeal or Complaint is made available online. The Complainant can utilize the same form or give his/her complaint in writing via mail or letter is also accepted.

All complaints received by Frontier Group International office shall be entered into the NCR Register on the Intranet with the applicable categorization of a "Customer Complaint" in the manner defined in the Non-conforming Service & Corrective Action procedure.

Details including the client/complainant name and a brief summary of the complaint shall be entered and an appropriate selection from the "Complaint Type" dropdown field must be selected. Any pertinent communications between the FGI Office and customer shall be collated into one electronic file and added as an attachment to the complaint log entry and maintained in the client/project file (if appropriate).

Once the Customer Complaint has been identified, this non-conformity shall be raised, registered and actioned as defined in the Non-conforming Service & Corrective Action procedure including root cause analysis, close out and effectiveness verification.

All customer complaints must be acknowledged within 24 hours with a confirmation that the complaint is being investigated.

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For a Complaint related to Certification activities, the following points are followed & considered by the Certification Scheme Manager:-

- The investigation of the complaints doesn't result in any discriminatory actions against the Complainant.
- Confirm whether the complaint is related to the certification activities provided by FGI, i.e. whether the complaint is from or on Certified Client of M/s. Frontier Group International.
- If the complaint raised is on the Certified Client of M/s. Frontier Group International, and the same is deemed valid; then the complaint shall be referred to the certified client in question at an appropriate time.
- FGI shall determine, together with the certified client and the complainant, whether and, if so to what extent, the subject of the complaint and its resolution shall be made public.

The client shall be advised and updated by the Chief Executive Officer/Quality Manager or Concerned Manager of the corrective action taken by the FGI office to address the cause of the complaint and prevent its reoccurrence. Upon confirmation from the customer that the corrective action is satisfactory and closure of the non-conformance, the complaint can be marked as closed on the NCR Register.

The Quality Manager shall carry out periodic reviews of the NCR Register and ensure that all complaints are closed out and the necessary action taken within the estimated time scale. In cases where the complaints are not closed within the targeted dates, new dates will be fixed with sufficient justification which shall be recorded in the NCR and NCR Register.

All the complaints for the period should be reviewed and analyzed during both the local full system internal audits and the annual IMS Management Review meeting (as defined in the Internal Audit & Management Review procedure) to assess any trends in complaints and any changes that are required to be implemented.

5.3 Appeals:

Complaints and Appeal form- L5-FMT-039, which is required to be filled with the details of the Appeal or Complaint is made available online. The Appellant can utilize the same form or give his/her Appeal in writing via mail or letter is also accepted.

Appeals Received in writing shall be maintained on the client folder and recorded in Appeals Register.

The Appeal shall be acknowledged in writing within 7 days of receipt via mail acknowledgement. If requested, regular updates/progress reports shall be provided to the appellant through mails or letters.

An Appeal Committee shall be selected on the following grounds:

- They form no part of Frontier Group International. (However, the appeal committee will be having top management of FGI as a part of it)
- Act under legally delegated authority
- Is a competent personnel
- Has adequate insurance
- Has not been involved with the appellant
- Must be able to maintain impartiality
- Must be able to maintain confidentiality and willing to agree to confidentiality agreement.

The evidence and details of the appeal compiled by Frontier Group International will be reviewed and assessed for validity by the appeal committee appointed by FGI.

Appeals committee is made impartially and are not involved in any activities related to Frontier Group International. Letter detailing members of Complaint/Appeals committee are maintained with the Quality Manager.

Details of the assessment, decision and any actions (including dates) will be recorded in the Minutes of Appeals Meeting (Minutes of Meeting Template- L5-FMT-014 will be utilized for recording of the same).

Copies of all the documentation shall be retained.

The Appeals committee will make decision and no further appeals will be allowed related to the same subject.

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The appellant shall be informed in writing the results of the appeal, with any resultant actions detailed. If no further actions are required by Frontier Group International, the letter shall provide formal notice of closure of the appeal.

If the appeal is upheld, any action required of Frontier Group International shall be completed in a timely manner.

Upon completion of required activities, a formal notice of closure to the appeal shall be sent to the client with details of completed activities.

The appeals process including investigation and decision shall not result in any discriminatory action.

The time frame for decision on any Complaints/Appeal made shall not exceed 24 working days; In case more time is required then the Appellant will be informed accordingly and confirmation for the time extension will be taken.

Note- The Details of the complaints and appeals process shall be referenced in the terms and conditions document. The terms and conditions document shall be available to any interested party upon request.

Copies of this procedure i.e. Customer Satisfaction, Feedback, Complaints and Appeals Procedure shall be made available to complainant if requested.

5.4 Customer Feedback:

All customer feedback, both positive and negative relating to the service provided by the Frontier Group International shall be recorded into the Customer Feedback Register, which shall be maintained locally.

All staff shall pass any client feedback to their Line Manager/Managers for review and recording.

Quality Manager shall ensure that the responsible Personnel records all customer feedback in the register and updates it regularly.

Customer feedback can be received in a variety of ways; via email, verbally, in writing etc but shall all be recorded in the same manner.

The Chief Executive Officer and/or Quality Manager shall review the Customer Feedback Register periodically to assess the comments provided by customers to address any common trends that require action. If necessary, the Chief Executive Officer/ Quality Manager shall escalate a customer feedback to a customer complaint and address in the manner described in paragraph 5.2.

The Customer Feedback Register shall be reviewed during the local full system internal audits and annual IMS Management Review meeting, where the office's strengths and weaknesses shall be discussed and action points to improve the level of service agreed.

5.5 Customer Satisfaction Surveys:

The Chief Executive Officer/Quality Manager shall be responsible for ensuring that Customer Satisfaction Surveys are sent out to all customers at least annually.

The findings from the Customer Satisfaction Surveys shall be collated by the Chief Executive Officer/Quality Manager ahead of the IMS Management Review meeting, where the findings shall be discussed, and common trends assessed.

The results of the surveys shall be sent through to the Chief Executive Officer & Chief Executive Officer for review.

6.0 Communications

Frontier Group International is responsible for ensuring that there is an effective communication with respects to this procedure. This shall include;

- Reporting complaints to their line manager.
- Acknowledging receipt of complaint within 24hrs.
- Advising of corrective action taken.
- Recording customer feedback of both a positive and negative nature.

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- Distributing customer satisfaction surveys to all clients annually.
- Discussing customer satisfaction including complaints, feedback and results of surveys during management reviews.

These communications are taken in traceable format.

7.0 Documented Information

7.1 Associated Documents

- Company Policies
- Control of Documented Information Procedure
- Internal Audit & Management Review Procedure
- Compliance Obligations Procedure
- Tender and Contract Review Procedure

7.2 Records

- Non-Conformance Report
- Customer Feedback Register
- Complaint/Appeals Form
- Appeals Register
- Terms and Conditions
- Minutes of Appeal Meeting

8.0 Revision History

Rev.	Date	Section	Outline of Change	Authorization
0	01-07-2018	First Issue	First Issue	M. Nabil
1	01-06-2019	All	Clarity of words, Incorporation of ISO 17021 requirements.	M. Nabil
2	10-08-2019	5.3	Appeals section is revised to Clearly mention the process and time frame.	M. Nabil
3	01-01-2020	All	Incorporation of Management Change within the Procedure and Clarification of responsibilities.	Mohammad Abul-Ola
4	15-08-2020	Cover Page	Changed Logo	Mohammad Abul-Ola
5	03-01-2020	All	Incorporation of change in management in accordance to the Organization Structure.	Mohammad Abul-Ola
6	01-02-2021	All	Incorporation of comments from GAB Assessment	Mohammad Abul-Ola
7	23-03-2023	All Page	Incorporation of Company Name Change & Logo Change	Mohammad Abul-Ola