	National Test House (NR), Ghaziabad	Document no.	NTH(NR)/UAS/CB/SOP/06
		Issue no.	1
		Date	02.06.2023
		Amend. No.	0
		Amend. date	0
		Prepared by	QM
		Approved by	Scientist I/C

Complaints and Appeals Procedure for Conformity Assessment of UAS

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BACKGROUND

NTH (NR) is a Government of India Organization under the administrative control of Director General, National Test House, Kolkata, Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Government of India.

Director is the regional Head and the organization is structured to perform its activities by the independent groups of Scientists impartially without any conflict of interest. Being the leader in providing specialized solutions that improve quality, safety and reduce risk, NTH(NR) is constantly looking beyond customers' and society's expectations in order to deliver market leading services wherever they are needed.

The Type Certification of UAS program maintain a complaints and appeals process which has the following objectives:

- To register and address complaints from clients of the Type Certification of UAS program
- To register and address complaints about clients of NTH(NR) from members of the public.
i.e. stakeholders
- To register and address complaints about the Type Certification of UAS program
- To ensure that valid complaints and appeals are timely and appropriately dealt with.


IMPORTANT NOTES

- NTH (NR) can only become involved in dealing with complaints and appeals where they relate to the requirements of the Type Certification of UAS program.
- NTH(NR) will not respond to anonymous complaints and appeals and all communications must be in writing
- Full implementation of actions is completed in compliance with the relevant procedures within the Management system of Type Certification of UAS program.

DEFINITIONS

“Technical Discussions” or disputes means a disagreement between NTH (NR) and the client regarding NTH (NR)'s opinions/decisions made at various stages during the verification, inspection and certification process. Not covered in this procedure.

“Complaint” is an expression of dissatisfaction other than appeal, by any person or organization relating to the activities of NTH(NR), where a response is expected. It also addresses dissatisfaction against individuals and conduct of individuals of NTH (NR). It may be a written or a verbal complaint.

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“Appeal” is a request by the provider, the seller or the buyer of the inspected item for reconsideration of a decision NTH (NR) has made relating to that item. Therefore, any request for reconsideration of NTH(NR) technical decision received after the issuance of a Certificate will be considered an appeal.


HOW TO REGISTER A COMPLAINT OR APPEAL?

You can register a complaint or appeal by completing the form available under the contact us feature in www.nth.gov.in website which will be submitted to the concerned department.

Or, one can contact NTH (NR) office directly and submit complaint.

THE COMPLAINTS AND APPEAL PROCEDURE

- It is NTH (NR) policy that complaints and appeals shall be handled within a reasonable timescale and as transparently as possible, whilst fully respecting principles and requirements of confidentiality and impartiality and will not result in any discriminatory actions.
- Address the complaint or appeal to the NTH (NR) office (please refer to definitions to differentiate a complaint from an appeal). To assist in this process, complaints and appeals must be substantiated with objective evidence as far as possible and accurate descriptions of locations, dates and people involved.
- The recipient of the complaint or appeal will acknowledge the receipt and will assure you that the matter will be investigated fairly and thoroughly.
- Acknowledgement is normally sent within one working day of reception.
- All those incidents are registered in a special log in our database where they are thoroughly investigated under the responsibility of the concerned office and the supervision of the Director, NTH(NR).
- The decision resolving the complaint or appeal shall be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint or appeal.
- The records of complaints as well as corrective / preventive actions are maintained by the Quality Manager. The final outcome of the complaint is communicated to the complainant by the Director/ designated officer. This is normally done within thirty calendar days, provided that all the documentation and information needed for the investigation was received.

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- In case if the complainant is not satisfied with NTH(NR) investigation's results, they can submit a request for reconsideration which will be investigated by another officer with higher level.