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APPEALS AND COMPLAINTS HANDLING PROCEDURE

The purpose of this procedure is to outline the process for handling customer appeals and complaints.

Definitions

- **Appeal** : A request submitted by the supplier (subject to verification/validation) to the verification/validation body, asking for a reconsideration of a decision previously made regarding the subject.
- **Plainte** : An expression of dissatisfaction, other than an appeal, made by an individual or organisation to the verification/validation body regarding its activities, where a response is expected.

Reception

- All inspectors are authorised to receive calls and complaints, whether by mail, fax, or telephone.
- Upon receipt, they complete the Customer Call and Complaint Registration Form (E51) with the following details:
 - o Date of the appeal or complaint,
 - o Name of the customer,
 - o Type of service provided,
 - o Relevant department,
 - o Date the service was delivered,
 - o Reason for the appeal or complaint.
- The completed form is then forwarded to the management team.
- A manager formally confirms in writing to the rest of the management team that the call or complaint falls under their area of responsibility.
- The inspector who received the call or complaint acknowledges receipt to the customer in writing or by phone.
- The inspector also retains a copy of the completed Customer Call and Complaint Registration Form (E51) for record-keeping purposes.

Analysis

- The nature and root cause of the appeal or complaint are jointly determined by members of the management team.
- If the appeal or complaint results in a corrective action, the relevant information is recorded in the Corrective Action Log (E91).

Procedure

- Corrective actions are decided by the management team. If a member of management is directly involved in the validation/verification activity subject to the appeal or complaint, the decision is taken by the other members. In all cases, the individual who conducted the analysis of the appeal or complaint must not be the one making the final decision on the corrective action. Follow-up of corrective actions is tracked using the Corrective Action Dashboard (E91).
- Once the analysis is completed, a formal response is provided to the customer, and the outcome is recorded on the Customer Call and Complaint Record Form (E51).
- Upon resolution of the issue, the Customer Call and Complaint Record Form (E51) is closed.

Retention

All customer complaints (received by email, post, or fax), along with the corresponding Customer Call and Complaint Record Forms (E51), are retained for a period of 10 years.



Amandine DUQUESNE
Partner CSR

A handwritten signature in black ink, appearing to be 'A. Duquesne'.



Martine LECONTE
Partner CSR

A handwritten signature in black ink, appearing to be 'M. Leconte'.