



FIRST QUALITY CERTIFICATION

Complaints Policy

First Quality Certification (FQC) is committed to a consistent, fair, impartial, accessible, effective and efficient process for handling, responding and resolving complaints.

First Quality Certification (FQC) considers complaints to be, an expression of dissatisfaction related to our services, decisions, actions or the actions of our people, which FQC has been unable to resolve in the first instance, and where a response is expected.

First Quality Certification (FQC) has the following forms of complaints which may be due to:

- (a) complaints as a result of FQC certification activities
- (b) general complaints that is beyond the certification activities such as complaints against FQC staff, its system, other services, procedures and policies

First Quality Certification (FQC) shall:

- openly and objectively welcome complaints, constructive criticisms and feedbacks from people who have dealt with FQC and who are dissatisfied with our services, officers, actions or decisions;
- treat each complainant with respect and provide them with clear description on how the process works
- provide a clear explanation of FQC's actions and decisions
- address each complaint in a consistent, equitable, fair, impartial, accessible, transparent and accountable complaint-handling process;
- deal with all complaints received objectively in accordance with FQC's confidentiality policy;
- highly regard and acknowledge feedbacks and complaints as opportunities to develop our knowledge and improve our services;
- proactively seek feedbacks and suggestions for improvement; and
- ensure satisfaction by the complainant on the complaint handling process

Complaints handling process, appeals and disputes are detailed further in the documented procedures as established by **First Quality Certification (FQC)**. These shall be subjected to review during audit and the management review.

Rashid Matar Al Qubaisi
Chief Executive Officer

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