

Safe Gas Cylinders will investigate complaints in accordance with those requirements detailed in ISO/IEC 17020 “ *Conformity assessment – requirements for the operation of various types of bodies performing inspection*”

CONFIDENTIALITY

We are required by the international standard ISO/IEC 17020 to have in place contractual agreements to safeguard all information obtained or created during the performance of inspection activities, or when agreed between the Inspection Body and the client (e.g., for the purpose of responding to complaints) all other information is considered proprietary information and shall be regarded as confidential.

RAISING A COMPLAINT

On receiving a complaint or appeal we will review all the evidence provided to evaluate if the complaint or appeal is valid and relates to the inspection activities completed by Safe Gas Cylinders. If we determine during the review process that this is found not to be the case, then the complaint or appeal will be rejected without any further action and the decision emailed to the complainant or appellant.

If the complaint is valid, then it shall be logged and given a unique reference number. An acknowledgement email confirming receipt and that a formal review is being undertaken will be sent. This usually takes place within a reasonable timeframe.

Safe Gas Cylinders shall appoint a person to investigate that is not involved with the original inspection activity to ensure impartiality and that they have appropriate knowledge of the accreditation standards and processes of the Inspection Body.

Where the complaint or appeal is upheld and the root cause investigation takes place over a period of time, then Safe Gas Cylinders will endeavour to provide progress reports wherever possible. The decision reached by the Investigator based on the root cause evidence shall be emailed to the complainant or



COMPLAINTS & APPEALS

appellant, the decision made is final. Investigations on complaints or appeals shall not involve any discriminatory actions. If our inspection decisions were not correct, then the only action shall be to complete further training and mentoring with the Inspector concerned.

For the inspection and testing of cylinders, customers have the right to appeal against the decision to render a pressure receptacle unserviceable within 20 days.

Please send your complaint and supporting documentation to:

Email: jacqui@safegascylinders.co.uk

Post: FAO The Quality Manager
Safe Gas Cylinders Limited
Bay Studios
Fabian Way
Swansea
SA1 8QJ

Tel: 01792 651541