



TSI Quality Services

Complaints Standard Operation Procedure

TSI-QMS-SOP-02

1. Purpose:

This procedure outlines the steps TSI takes to manage complaints related to applicants and certified persons.

2. Scope:

This procedure is applicable for all complaints reported to TSI.

3. Responsibility:

All TSI team members can receive the complaint report, the TSI Managing Director is responsible to verify, investigate and follow up the correction(s) and corrective action(s) that were taken by the TSI. All the complaints based on the following procedure.

All complaints shall be handled confidentially.

4. Procedure:

4.1. Complaints process

Step	Details	In-charge	Related Documents	Remarks
1	Receive a complaint from persons.	TSI staff member	TSI-QMS-F-03 Complaints Template	<ul style="list-style-type: none"> - You can download the template using the link: https://www.tsquality.com/pic-food-safety - The complaint will be processed by TSI within 5 working days.
2	Complaint validating and investigating.	Managing Director	TSI-QMS-F-03_Complaints_Template	<ul style="list-style-type: none"> - If the Managing Director was engaged in the complaint; then the TSI Director will lead the investigation.
3	Decision making	Managing Director	TSI-QMS-F-03_Complaints_Template	<ul style="list-style-type: none"> - If the Managing Director was engaged in the complaint; then the TSI Director will make the decision.
4	Take the necessary actions and update the	Managing Director	TSI-QMS-F-03_Complaints_Template	<ul style="list-style-type: none"> - Actions taken shall not result in any discriminatory actions against the complainant.

	complaint record with related information.			- <i>Update it in the complaint form and save it as per "Complaint code _ Year".</i>
5	Communicate the result to the client, candidate and to Dubai Municipality if necessary.	TSI Admin	TSI-QMS-F-03_Complaints_Template	- <i>Formal notice via email.</i>

Authorized by

Basem Azzam

Managing Director

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