

PCI Appeals & Complaints for Member & Non-Member Program Participants

The following Appeals and Complaints Procedures are being publicly provided for those PCI Member & Non-Member Certified Plants & Erectors participating in the respective programs.

		APPEALS	COMPLAINTS
1	Appeals/Complaints may be received by every employee, by mail, fax, email or orally. Appeal's/Complaint's are required to be submitted in writing to PCI, and will be directed to the Quality Manager for processing .	√	√
2	Upon receipt of an appeal/complaint, the Quality Manager will register the appeal/complaint in the respective Registry. Appeals/Complaints will be supplied to the Director. The Director will as soon as possible (through the Quality Manager) send a letter or e-mail as confirmation of receipt and consideration to the appealing /complaining party regarding the Plant Certification Program only.	√	√
3	The Director will appoint an Appeal Committee, and within four (4) weeks the findings will be reported to the Director.	√	
4	The report will be used to develop recovering/corrective proceedings, which have to include measures for recovery of certification as soon as possible, prevention of repetition and the assessment of the effectiveness of the applied recovering /corrective measures.	√	√
5	Within four weeks after confirmation of reception, the Quality Manager will send the client a letter with the proposed solution.	√	√
6	All decisions are final and should not be re-submitted.	√	
7	In case application of the steps mentioned above does not lead to an acceptable solution or if the presented procedure is deemed inadequate for the submitting parties involved, the possibility of initiating a second appeal could be potentially granted.	√	
8	PCI maintains files and records of all appeals and complaints related to Quality Programs, as well as recovery actions. This data is used for analysis during management reviews.	√	√
9	If needed, Corrective and Preventive Actions Procedures could be applied.	√	√