

6.0 Procedure for Complaints Handling

6.1 Customers can raise complaints using any of the following method:

6.1.1. Sending e-mail to customer.care@drydocks.gov.ae

6.1.2. Sending complaint letter/email to DDWD addressing the DDWD Persons Certification Assistant Manager

6.2 Upon receiving complaint/appeal, Customer Complaint/Appeal Administrator from Business Excellence Section shall update the details **Mariner Computer Program THQU165** - Customer Complaint Register. A unique number will be generated as Customer Complaint Number for reference and this number will be forwarded to DDWD Persons Certification Section for their record which will be in Certificates Status Master list. CCA may liaise with the complainant to fully understand the complaint and collect any additional details if required.

6.3 Once the complaint is created in **Mariner Computer Program THQU165**, an acknowledgment email with Customer Complaint Number will be sent automatically to the complainant. See Annex 10.2

6.4 The complaint shall be validated by Business Excellence – Quality Department if it is valid or not. If it is found out that the complaint has no serious purpose it will be rejected, by sending a response with the details of rejection.
if the complaint is valid, it will be accepted and CCA shall liaise with responsible section, forwarding the complaint identification number and description, as part of investigation for action. For possible cases it will be forwarded to department head in order to ensure impartiality and effectiveness in closing complaint.

6.5 Responsible Person shall take the necessary actions to resolve the complaint/appeal. During the course of resolving complaint/appeal, Responsible Person shall liaise with Complainant to ensure that proposed action will be acceptable. This action should be completed at the earliest, not later than three (3) working days.

6.6 If, due to the nature and complexity of the job, the complaint cannot be resolved within the committed period, Responsible Person shall inform CCA about the extended deadline with justification. The same shall be communicated to the Complainant by CCA.

6.7 Responsible Person shall send response details including documented records/attachments to CCA on action taken to resolve complaint. After review, the same shall be forwarded to Complainant by CCA via email for corrective action or progress.

6.8 Once the resolution is accepted by the complainant, these action details shall be updated in the Mariner Computer Program THQU165 by CCA and the complaint can be closed.

Note 1: In exceptional cases, if the Complainant does not accept the response, CCA shall inform DDWD Quality Manager for further action/escalation. In such cases, the status will remain as 'Open' in Mariner Computer Program THQU165

6.9 If dispute arises due to a department not taking responsibility for addressing a customer complaint, CCA shall update the status as 'Under Dispute' in Mariner Computer Program THQU165. CCA shall inform Manager – Quality about such cases for further escalation.

7.0 Procedure for Appeals Handling

7.1 Customers can raise appeal using any of the following method:

7.1.1. Sending e-mail to customer.care@drydocks.gov.ae

7.1.2. Sending appeal letter/email to DDWD addressing the DDWD Persons Certification Assistant Manager

7.2 Once the appeal has been received by Business Excellence – Quality Department, a reply will be sent (see Annex 10.1) along with a unique identification number will be generated and will be sent to the appellant for traceability. Accordingly, the appeals reference number will be communicated to the DDWD Persons Certification Section to be lodged in the Certificate Status Master List.

7.3 Business Excellence – Quality Department will review the appeal and shall send the report its decision within seven (7) days. Any personnel involved in the certification process shall not be a member of the appeals review and decision making process.

7.4 Appellant shall be provided with a progress report until final solution is proposed by Business Excellence – Quality Department.

7.5 If in any case that the appellant is not satisfied with the proposed solution, the appellant has the rights to appeal against the decision of DDWD Persons Certification Section to a legal authority.

7.6 DDWD Persons Certification Section, with the help of their legal team, and the appellant shall fully cooperate and shall be obliged to follow any order issued by the legal authority regarding the relevant appeal.

7.7 All appeals shall be reported and documented with the necessary details in the Certificate Status Master List.