1 Contents

2 Purpose 2

3 Scope of Applicability 2

4 Definitions 2

4.1 Appeal 2

4.2 Complaint: 2

5 Responsibilities 3

6 Procedure 3

6.1 General Steps 3

6.2 Procedure for Handling Complaints 3

6.3 Procedure for Handling Appeals 5

6.3.1 Root cause, correction and Corrective action: 5

6.3.2 Escalation provision for complainant/appellant: 5

6.4 Customer Satisfaction 6

2 Purpose

The purpose of the procedure laid down herein is to obtain customer perception about services of Panacea Bioedge Pvt. Ltd. to address and close appeals and complaints with an ultimate objective of improving the confidence level of the clients for verification services.

3 Scope of Applicability

This procedure covers appeals & complaints made by verified clients, or complaints raised by an interested or affected party of a verified client. This procedure also covers feedbacks received from verified clients.

4 Definitions

4.1 Appeal

Appeal is a circumstance where a client does not agree with a decision taken by PBPL or by its representative, when during the process of obtaining the verification statement by him or during the process of maintaining it and wishes to approach higher authorities.

E.g.: Minor deviation in meeting specific time frame deadlines OR Disputing a non-conformity or finding issued by an auditor during the course of the audit, disputing a decision taken by the Lead auditor / auditor for a re-audit.

4.2 Complaint:

Complaints may be received from a verified client or from any interested or affected party concerning the verified client's GHG assertion, environmental information, verification process, or related services.

A complaint is any expression of dissatisfaction or concern regarding the services provided by PBPL or by personnel acting on its behalf. Such complaints may arise from the time the contract is entered into between the client and PBPL for verification services and may be submitted during the engagement or after issuance of the verification statement, subject to the applicable contractual and procedural requirements. For example:

- Conduct / behaviour of an auditor during the audit.
- Delays in responding to specific queries related to the end to end audit & verification process.
- Complaint from an interested or affected party could be related to any of the following:

- incorrect use of information about verification status
- improper use of logo by the verified client
- unacceptable delay in delivery of product or service
- fault in product or service provided
- failure in the verified system thereby affecting the customer of the verified organisation
- Any other issues

5 Responsibilities

It is the responsibility of the Director- Operations to ensure that these procedures are followed and implemented.

6 Procedure

6.1 General Steps

Every complaint/appeal shall be treated as confidential. They will be handled impartially, independently and attended on a top priority.

- Every appeal / complaint received by any personnel/branch office of PBPL is passed on to the Head office for formal registration of the appeal / complaint.
- Lead-ESG shall acknowledge the receipt of the complaint / appeal to the complainant within three working days.
- On receipt of complaint, the H.O. team formally records into the customer complaint register.
- Verbal complaints received in person or by telephone shall not be disregarded. The personnel receiving the complaint shall record the complaint details in the prescribed complaint record/register, including the complainant's name and contact details (where provided), date, mode of receipt, subject of complaint and relevant facts. The complaint shall then be forwarded to the Director of Operations for formal registration and handling in accordance with this procedure.
- Wherever practicable, the recorded details of a verbal complaint shall be confirmed with the complainant through the available communication channel to ensure that the complaint has been correctly understood. The absence of written confirmation from the complainant shall not prevent PBPL from registering and investigating the complaint when sufficient information is available.

6.2 Procedure for Handling Complaints

The QM along with Lead-ESG reviews every complaint received.

- All complaints are categorised under one of the following :
  A) Complaint against services of PBPL

B) Complaint by an interested/affected party of verified clients of PBPL
C) Complaint against verification personnel of PBPL.

- Once the complaint is studied and it is decided to be accepted as a formal complaint, it is registered in the complaints register.
- Lead-ESG reviews previous appeals for any similarity. Based on this, he decides the further course of action for investigation.
- Any complaint about a verified client is also referred to the concerned client at an appropriate time.
- Director-Operations decides the team or individuals who will be reviewing the complaint and conducting the investigation into the case. It is ensured that no member of this team or the individual has previously been involved with the subject of the complaint or associated with the client within the preceding 2 years. The necessary information is gathered and studied to take the next steps on the complaint.
- The investigating team/authority may consult subject matter experts, management team, client or complainant, as necessary.
  - The final decision is taken mutually by the Director-Operations and investigating team/authority and the actions are implemented accordingly.
  - The team or individual will be responsible for reviewing, approving and communicating the final decision to the complainant.
  - Director-Operations along with Lead-ESG determines, together with the verified client and the complainant, what kind of information and how much information about the subject of the complaint and its resolution can be shared in the public domain.
  - In case a resolution cannot be provided to the complaint, then investigating team/authority provides an update on the progress of the complaint to the complainant and any other associated party once every 3 months.
  - The final decision and outcome on the complaint is provided at the end of the process to the complainant and any other associated party.
  - Where the investigation outcome/final decision has been communicated to the complainant and no response, acknowledgement or further communication is received, PBPL shall make three reasonable communication attempts using the available contact details. The attempts shall be recorded as part of the complaint records. If no response is received after the third communication attempt, the complaint may be formally closed by the Director-Operations/Lead-ESG, with the date and basis for closure documented. Such closure shall not prevent PBPL from taking or continuing any corrective action identified through the investigation.
  - Every registered complaint has to be analyzed for root cause, correction, corrective action and possible preventive action.

6.3 Procedure for Handling Appeals

The Director-Operations studies every appeal received.

- An appeal is considered deemed for further investigation only after it has been studied in all its aspects and validated if the appeal can be taken for further processing.
- Any appeal by an interested or affected party against a verified client is also referred to the concerned client at an appropriate time.
- Director-Operations decides the team or individuals who will be reviewing the appeal and conducting the investigation into the case. It is ensured that no member of this team or the individual has previously been involved with the subject of the appeal. The necessary information is gathered and studied to take the next steps.
- The investigating team/authority may consult subject matter experts, management team, client or appellant, as necessary.
- The final decision is taken mutually by Director-Operations and investigating team/authority and the actions are implemented accordingly.
- The team or individual will be responsible for reviewing, approving and communicating the final decision to the appellant.
- The final decision and outcome on the appeal is provided at the end of the process to the appellant and any other associated party.
- Where the appeal outcome/final decision has been communicated to the appellant and no response, acknowledgement or further communication is received, PBPL shall make three reasonable communication attempts using the available contact details. The attempts shall be recorded as part of the appeal records. If no response is received after the third communication attempt, the appeal may be formally closed by the Director-Operations/Lead-ESG, with the date and basis for closure documented.

6.3.1 Root cause, correction and Corrective action:

Each complaint/ appeal after closure shall be analysed for:

- Root cause of the complaint/appeal
- Correction taken
- Corrective action Implementation & date of implementation
- Effectiveness of implementation of corrective actions

Refer PBPL_F037_C&PA_SOP for Corrective and preventive actions.

6.3.2 Escalation provision for complainant/appellant:

In case complainant/appellant is not satisfied with the response/resolution provided by PBPL, he/she may communicate with the Accreditation body. PBPL shall provide details as and when asked by the complainant/appellant.

6.4 Customer Satisfaction

Feedback received from clients to be compiled on monthly basis,and sent across to the Quality Manager for further analysis. The data and conclusion derived from analysis of the feedback forms received shall be used as an input for monthly Top Management Reviews and tracking and achievement of PBPL objectives.

Revision History

Rev No	Rev Date	Contents of Revision History
01	20-08-2026	Revised Clause no. 6.3. Added provisions for handling verbal complaints and closure of complaints/appeals after three communication attempts with no response.