



Quality Management System

**ISO 9001:2015 | ISO 17020:2012 | ISO 17065:2012 |
ISO 17024:2012**

Handling Complaints and Appeals Policy and Procedure

Authority: Commissioner/Chief Executive Director, Office of the Commissioner

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Glossary

CB	Certification Body
CEO	Chief Executive Director/ Commissioner, Head of Agency
ISO	International Organization for Standardization
J-TEC	Jamaica Tertiary Education Commission
MOESYI	Ministry of Education, Skills, Youth and Information
TE	Technical Experts

1.0 Purpose

This document establishes the policy and procedures for handling complaints and appeals by Jamaica Tertiary Education Commission. It ensures impartiality, transparency, and efficiency in the resolution process while maintaining compliance with applicable certification and inspection standards.

ISO/IEC References:

- a) ISO 9001:2015, Clause 9.1.2
- b) ISO/IEC 17020:2012 Clause 7.5
- c) ISO/IEC 17065:2012 Clause 7.13

2.0 Scope

This policy applies to all complaints and appeals received by Jamaica Tertiary Education Commission (J-TEC) related to certification and inspection activities, decisions, and personnel.

3.0 Policy Statement

J-TEC is committed to handling complaints and appeals in a fair, impartial, and confidential manner. The organization shall:

- 3.1 Establish a structured, transparent, and objective process for receiving, evaluating, and resolving complaints and appeals.
- 3.2 Ensure that decisions are made without bias or conflict of interest.
- 3.3 Maintain records of all complaints and appeals, including their resolution and corrective actions.

4.0 Responsibilities

4.1 Management Responsibility

- 4.1.1 Ensure adherence to this policy and allocate necessary resources for implementation.
- 4.1.2 Maintain impartiality in complaints and appeals handling.

4.2 Complaints and Appeals Committee

- 4.2.1 Review and resolve complaints and appeals impartially.
- 4.2.2 Recommend corrective and preventive actions.

4.3 All Employees

- 4.3.1 Support the effective implementation of the complaints and appeals process.
- 4.3.2 Cooperate in investigations and corrective action initiatives.

5.0 Definitions

Appeal	A formal request by a client or stakeholder for reconsideration of a decision related to certification or inspection.
Complaint	A formal expression of dissatisfaction related to certification, inspection services, or personnel, excluding appeals.
Corrective Action	Corrective action is a systematic process aimed at identifying and eliminating the root cause of nonconformities to prevent recurrence.
Impartiality	The principle of ensuring objectivity and fairness in evaluation processes, free from conflicts of interest.

6.0 Complaints Handling Procedure

6.1 Submission of Complaints

- 6.1.1 Complaints must be submitted in writing via email, letter, or an online form.
- 6.1.2 Complaints must include the complainant's details, nature of the issue, and supporting evidence.

6.2 Acknowledgment

- 6.2.1 Complaints shall be acknowledged within two (2) business days of receipt.
- 6.2.2 The complainant shall be informed about the complaint handling process and expected resolution timeline.

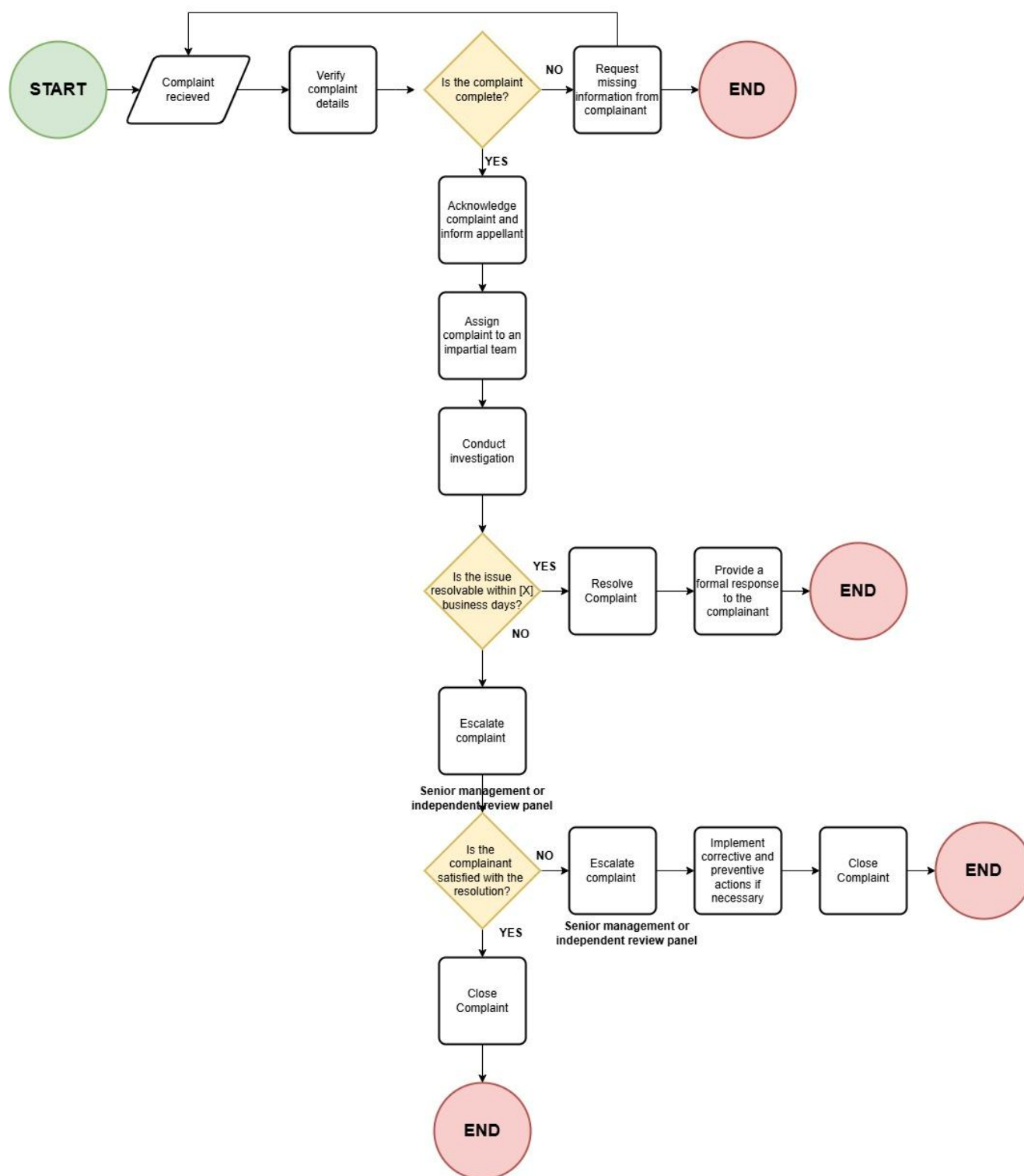
6.3 Investigation and Resolution

- 6.3.1 An impartial team shall investigate the complaint, ensuring no conflict of interest.
- 6.3.2 Relevant documentation, interviews, and process reviews shall be conducted as needed.
- 6.3.3 A formal response detailing the resolution shall be provided to the complainant within fifteen (15) business days.

6.4 Escalation and Corrective Action

- 6.4.1 If unresolved, complaints may be escalated to senior management or an independent review panel.
- 6.4.2 Corrective and preventive actions shall be implemented as necessary.

Process Flow for the Handling of Complaints:



7.0 Appeals Handling Procedure

7.1 Submission of Appeals

- 7.1.1 Appeals must be submitted in writing within ten (10) days of receiving a decision.
- 7.1.2 The appeal must clearly state the grounds for reconsideration.

7.2 Acknowledgment

- 7.2.1 Appeals shall be acknowledged within two (2) business days of receipt.
- 7.2.2 The appellant shall be informed of the appeal process and timeline.

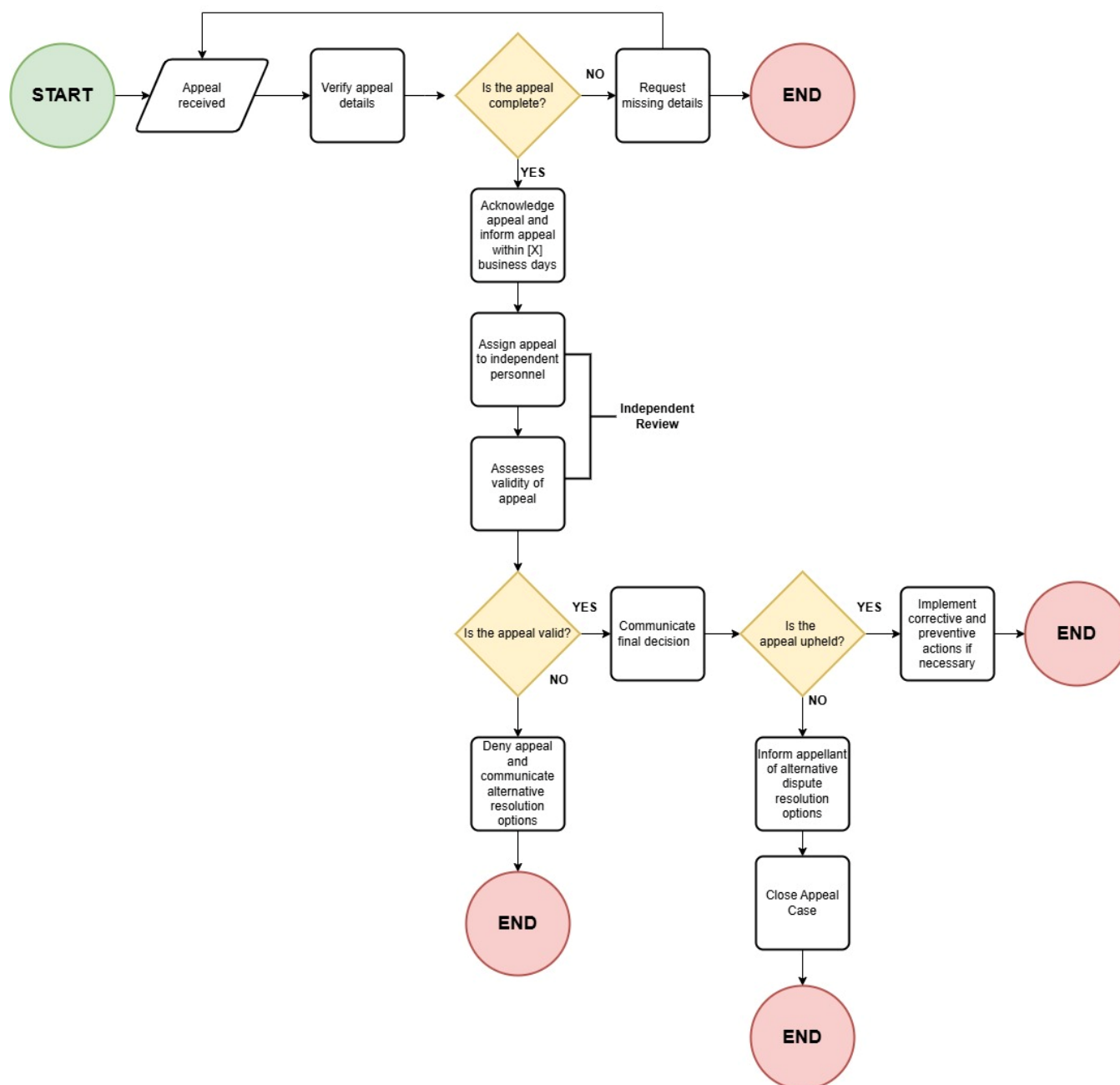
7.3 Independent Review

- 7.3.1 Appeals shall be reviewed by personnel not involved in the original decision.
- 7.3.2 The review panel shall assess the validity of the appeal based on objective evidence.

7.4 Final Decision and Communication

- 7.4.1 A final decision shall be communicated in writing within fifteen (15) business days.
- 7.4.2 If the appeal is upheld, necessary corrective actions shall be taken.
- 7.4.3 If the appeal is denied, the appellant shall be informed of alternative dispute resolution options, if applicable.

Process Flow Diagram



8.0 Records and Documentation

8.1 Records Maintenance

- 8.1.1 All complaints and appeals shall be documented, including actions taken and outcomes.
- 8.1.2 Records shall be maintained in compliance with J-TEC's Records and Information Management Policy framework for audit and review purposes.

8.2 Periodic Review

- 8.2.1 Complaints and appeals shall be periodically analysed to identify trends and areas for improvement.
- 8.2.2 J-TEC's Management shall review this policy in keeping with the stipulated cycle for its quality management system to ensure effectiveness and compliance.