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|  | QUALITY PROCEDURE - 06           |  | Issue #       |
|                                                                                   |                                  |  | 01            |
|                                                                                   | HANDLING OF COMPLAINTS & APPEALS |  | Rev. # / Date |
|                                                                                   |                                  |  | 01/24.08.2026 |

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1.0 PURPOSE

Handling of complaints & appeals in the organization.

ISO 17020:2026 Reference Clause no: 7.7 & 7.8

2.0 SCOPE

Applicable to all customer / other complaints & appeals of LEON.

3.0 RESPONSIBILITIES

The MD or his designate is responsible for the approval of this procedure.

The Group QHSE head is responsible for the issue, update and maintenance of this procedure.

Responsibilities for implementation of this procedure by specific individuals are addressed in the following procedure elements.

4.0 PROCEDURE

4.1

The inspection body established and implemented procedures for addressing the complaints & appeals received from customers or other parties about its performance. Technical manager maintains all records of complaints & appeals in “Customer complaint register” and investigations and actions taken thereafter, by the inspection body. If any corrective action needs to be done, the details about the same is recorded by TM in CAR, which is to be reviewed along with the QM. The complete tracking of the complaint / appeal from receipt to CAR closure is maintained in customer complaint register.

Upon receipt of the complaint, TM will acknowledge the receipt to the complainant and informs immediately to QM & GM for review. TM, QM & GM forms as task force to collection of information & analyze for causes for necessary corrective actions.

It is the policy of the inspection body to:

- Accept complaints professionally and objectively as thereby company gets chance to rectify its management and inspection procedure.
- Restore the confidence of the customer making the complaint/appeal, through proper investigation and cause analysis and thereby taking effective measures and communicating the same to the customer, which eventually leads to customer satisfaction.
- Avoid damage to the reputation of the company.

4.2

All the complaints along with the corrective actions taken if any, will be discussed in the management review meeting

4.3

QM / GM communicates the decision on the complaint to the complainant after adequate review. The inspection body provides a formal notice to the customer / complainant on the end of the complaint handling process.

4.4

If any customer / party can appeal against the closed complaint. When an appeal is received, it is immediately informed to QM. QM, GM & Director forms as task force in collection of information & analyze for causes for necessary corrective actions. QM will liaise with appellant for any additional information or feedbacks and discussed with task force.



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### HANDLING OF COMPLAINTS & APPEALS

- 4.5 All the appeals along with the corrective actions taken if any, will be discussed in the management review meeting & recorded in customer complaint register with an appeal category.
- 4.6 QM / GM communicates the decision on the appeal to the appellant after adequate review. The inspection body provides a formal notice to the customer / appellant on the end of the appeal handling process.

#### 5.0 RECORDS

| Form no.   | Form name                                | Custodian |
|------------|------------------------------------------|-----------|
| LEON/QR/07 | Customer complaint & suggestion register | TM        |
| LEON/QR/05 | NC & corrective action report            | TM        |