



Handling of Complaints and Appeals Policy

Trojan Medical vision and mission statements are linked with the objectives of the complaint management system. Every complaint and/or appeal is reviewed and addressed within the context of Trojan Medical's core values, mission and strategic direction to determine if any change is required. Trojan Medical is responsible for all decisions at all levels of the complaint and appeal handling process and shall ensure that the submission, investigation and decision on complaints or appeals does not result in any discriminatory actions.

Complaints are considered as opportunities for improvement. Trojan Medical understands the link between complaint resolution and customer loyalty and satisfaction and aims to address problem areas promptly. In an endeavour to improve on our services, Trojan Medical needs to know where its processes can be improved on, and where improvement is evident. Clients are encouraged to submit feedback via the Trojan Medical website, telephonically or by email.

Positive feedback is used as a measure of the effectiveness of our systems, whereas negative feedback is registered as a complaint and managed accordingly.

Non-conformances as identified through the complaints system are managed and addressed, taking corrective action appropriate to the impact of the problem, and eliminating the causes of non-conformities to prevent recurrence.

Clients are also afforded the opportunity to appeal against an adverse inspection decision or result made by Trojan Medical. Appeals are managed by an independent panel.

Regular trend analysis of complaints is conducted, during which primary areas of concern are highlighted, and the effectiveness of corrective actions can be assessed.

Client satisfaction is measured through various means, such as customer surveys, feedback received, and types and numbers of complaints raised. This is critical to the success of the complaint management and client satisfaction processes.

1. Handling of Complaints

1.1. Submission of Complaints

- 1.1.1. Complaints relating to the activities of Trojan Medical must be submitted in writing to the Managing Director of Trojan Medical at info@trojanmedical.co.za, either via the Trojan Medical website or directly, and within 1 month (30 calendar days) after the event that led to the complaint. The Managing Director must ensure that the complaint includes all necessary information to verify the validity of the complaint, and if so, conduct a thorough investigation.
- 1.1.2. Complaints against Trojan Medical may be lodged for any dissatisfaction relating to the activities of Trojan Medical, our personnel, or inspectors.

1.2. Validity of Complaints

- 1.2.1. A complaint against Trojan Medical activities will only be considered if received within one month (30 calendar days) after the event that led to the complaint. Under exceptional circumstances that may pose a high risk to Trojan Medical, the Managing Director may waive this time period, however the maximum time lapse shall not be more than 12 months from the date that led to the complaint.
- 1.2.2. The validity of each complaint will be determined by the Managing Director in consultation with the relevant employee. For a complaint to be valid it should relate to the activities for which Trojan Medical is responsible for.




- 1.2.3. Where a complaint has been found to be invalid, the Managing Director will provide reasons to the complainant.
- 1.2.4. The Managing Director acknowledges receipt and registers each valid complaint with a unique reference number on the Complaint Management System, which must be used in all correspondence relating to the complaint. The Managing Director will appoint an investigator(s) who have not previously been involved in the subject of the complaint. Where the Managing Director is conflicted, the Compliance Officer shall handle the complaint and may appoint an investigator(s), who is/are not directly involved in the subject of the complaint to investigate the matter.
- 1.3. Investigation of Complaints
 - 1.3.1. The Managing Director or Compliance Officer as applicable, will inform the complainant of the appointed investigator(s), selected for their competence and independence from the activities in question.
 - 1.3.2. Trojan Medical will track and endeavour to resolve its complaints within 1 month (30 calendar days) of receipt. Where not possible, the Managing Director or Compliance Officer as applicable, shall liaise regularly with the complainant regarding the progress of the complaint until such time as it has been resolved.
- 1.4. Corrective Actions and Verification of their Effectiveness
 - 1.4.1. Where the results of the investigation have identified a non-conformance that requires corrective action, the responsible person will be required to conduct a root cause analysis and implement corrective actions. The corrective actions taken must be appropriate to the impact of the problem and eliminate the causes of non-conformance to prevent recurrence.
 - 1.4.2. The corrective action taken, together with any supporting evidence of clearance shall be recorded on the Complaints Management System. The Managing Director or Compliance Officer as applicable, will verify whether a proper root cause analysis has been conducted and that the corrective actions taken have satisfactorily addressed the complaint.
- 1.5. Response to the Complainant
 - 1.5.1. The outcome of the complaint or decision to be communicated to the complainant will be reviewed and approved by the Managing Director or Compliance Officer as applicable.
 - 1.5.2. The Managing Director or Compliance Officer as applicable, or investigator will communicate the conclusions of the investigation to the complainant in writing and where applicable, to any other party that may require the results of the investigation, subject to the confidentiality requirements.
 - 1.5.3. The conclusion communicated will include notice of the end of the complaint handling process.
 - 1.5.4. Where the complainant is not satisfied with the outcome of a complaint investigation or any corrective actions implemented, the complainant may refer the matter back to the Managing Director or Compliance Officer as applicable, for further consideration. The outcome of this reconsideration will be final.
- 2. Handling of Appeals**
 - 2.1. Appeals are requests made by a client for the reconsideration of any adverse inspection decision or result made by Trojan Medical related to the desired inspection status.



- 2.2. The appellant shall address the appeal in writing to the Managing Director within 1 month (30 calendar days) of the event that resulted in the appeal. The Managing Director shall acknowledge receipt of the appeal after ensuring that the appeal includes all necessary information in order to verify its validity.
- 2.3. The appeal will be registered in the same manner as complaints, with a unique reference number on the Complaint Management System, which must be used in all correspondence relating to the appeal.
- 2.4. The Managing Director will inform the appellant of the appointed investigator(s), selected for their competence and independence from the subject matter of appeal.
- 2.5. Validity of Appeals and Investigation
- 2.5.1. The Managing Director may either investigate the appeal or appoint a competent member(s) of Trojan Medical management / inspection specialist, who is/are not directly involved in the subject of the appeal. Where the Managing Director is conflicted, the Compliance Officer shall handle the appeal and may appoint a competent member(s) of Trojan Medical management / inspection specialist, who is/are not directly involved in the subject of the appeal to investigate the matter. The appointed investigator(s) shall advise on the validity of the appeal and where required, investigate the appeal and provide the Managing Director or Compliance Officer, as applicable, with a report on the outcomes of the investigation.
- 2.5.2. Where an appeal has been found to be invalid, the Managing Director or Compliance Officer as applicable, will provide adequate reasons to the appellant in writing.
- 2.5.3. The appeals, should as far as reasonably possible, be satisfactorily resolved and appropriate action taken within 3 months (90 calendar days) of receipt of the appeal. Where not possible, the Managing Director or Compliance Officer as applicable, shall track the progress and liaise regularly with the appellant regarding the progress of the appeal until such time as it has been resolved.
- 2.5.4. The outcome of the appeal, including any appropriate corrective actions to be taken in response to it, shall be reviewed and approved on by the Managing Director or Compliance Officer that is not involved in the activities in question as applicable. The corrective actions taken, together with any supporting evidence shall be recorded on the Complaints Management System. The decision shall be formally communicated to the appellant through the office of the Managing Director and will include notice of the end of the appeals handling process.
- 2.5.5. Where the appellant does not accept the outcome of the appeal, within reason, the appellant may refer the matter back to the Managing Director or Compliance Officer as applicable, for further consideration. The outcome of this reconsideration will be final.
- 3. Preventing discriminatory actions during and after the complaints and appeals process.**
- 3.1. Where reasonably possible, Trojan Medical will endeavour not to send the inspector back to the client's equipment for inspection if the client has lodged a complaint or appeal.
- 3.2. In cases where it is not possible to assign another inspector due to insufficient competency among available inspectors, coaching will be provided to the inspector to prevent similar complaints or appeals in the future.

Approved by: M Maidman
Managing Director


Signature

24/01/2025
Date