1. PURPOSE ..... 2
2. MINIMUM CONTENT ..... 2
3. REMARKS ..... 2
4. DOCUMENT CONTROL ..... 2
5. IS APPLICABLE IN: ..... 3



Geprint op: 01/10/2026. Meest recente versie beschikbaar op MMWeb.

# 1. Purpose

1. Achieve that complaints, deviations, appeals, impartiality or independance concerns, and proposals for improvement received have been registered
2. Achieve that (near) accidents and environmental incidents have been reported
3. Achieve written acknowledgement of receipt of complaints, deviations, appeals, impartiality or independance concerns, and proposals for improvement
4. Achieve that the handling of complaints, deviations, appeals, impartiality or independance concerns, and proposals for improvement is done by a person not involved in the occurrence.
5. Achieve that the complainant is informed about the completion of the complaints procedure
6. Achieve that discrepancies and deficiencies have been noticed and dealt with according to the 4 "O" method
7. Achieve that deviations are corrected within a set timeframe and preventive actions have been taken to avoid reoccurrence
8. Achieve that TISI handles complaints, deviations, appeals, impartiality or independance concerns, and proposals for improvement in a digital form, which is available to stakeholders
9. Achieve that a system is in place that guides through the process of handling complaints, deviations, appeals, impartiality or independance concerns, and proposals for improvement and deficiencies
10. Achieve that statistics of (near) accidents and other HSE incidents have been analysed and actions taken

# 2. Minimum content

- Number
- Name of complaints, deviations, appeals, impartiality or independance concerns, proposals for improvement
- Description of complaints, deviations, appeals, impartiality or independance concerns, proposals for improvement
- Date of receival complaints, deviations, appeals, impartiality or independance concerns, proposals for improvement
- Assignment to employee not involved in relevant complaints, deviations, appeals, impartiality or independance concerns, proposals for improvement
- Root cause analysis of complaints, deviations, appeals, impartiality or independance concerns, proposals for improvement
- Investigation into extent of complaints, deviations, appeals, impartiality or independance concerns, proposals for improvement
- Solution of complaints, deviations, appeals, impartiality or independance concerns, proposals for improvement, including corrective actions
- Evaluate the effectiveness of the solution(s)
- Date of notification to petitioner complaints, deviations, appeals, impartiality or independance concerns, proposals for improvement is handled

# 3. Remarks

The minimum content applies only to quality-related issues. Deviation, complaints, near misses and accidents in the field of safety are analysed in AIC(Global Reporting System).
The QHSE Officer distributes the received complaints, deviations, appeals, impartiality or independance concerns, proposals for improvement to the document owner to which the complaints, deviations, appeals, impartiality or independance concerns, proposals for improvement relates for further processing, whereby the processing may not be carried out by an employee who is directly involved in the occurrence. An overview and analysis of all deficiencies is prepared for the purpose of the management review.

# 1. Document Control

| | |
|---|---|
| Available AI /SF / CA*: | AIQHSE 02 Procedure description of complaints, appeals and deviation<br>AIQHSE 03 Instruction 4O<br>SFQHSE 01 Notification Form<br>AIC Global Reporting system |
| Management of document revision: | ManualMaster |



Geprint op: 01/10/2026. Meest recente versie beschikbaar op MMWeb.

## 4. Is applicable in:

- Process 1.3 Evaluate Quality System
- Process 3.3 Handling of deficiency
- Process 4.1 Execution of Internal Audit
- Process 4.2 Selecting Improvement Project



Geprint op: 01/10/2026. Meest recente versie beschikbaar op MMWeb.