

Grievances Policy

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Prepared by: Quality Manager

Approved by: General Manager

Green Roads Trading Establishment is a Type (A) Inspection Authority operating in accordance with ISO/IEC 17020:2026 requirements. It specializes in inspection and metrological verification of fuel pumps at service stations, and its services include initial verification, periodic verification, and post-maintenance verification.

This policy aims to guarantee the right of the inspector to request a review of any technical decision made by the establishment regarding their item. It also ensures that this request is decided fairly and independently by those who were not involved in the original decision or its approval, free of charge and without any discriminatory action against the appellant.

This policy applies to every technical decision issued by the establishment regarding an inspection item, including acceptance or rejection, decommissioning a pump, flow test results, seal and labeling decisions, and any decision included in the inspection report.

Standard reference and applicable requirements:

- ISO/IEC 17020:2026 — Requirements for inspectors.
- Regulatory requirements issued by the Saudi Standards, Metrology and Quality Organization (SASO) regarding fuel pump verification.
- Saudi Standards and Applicable International Recommendations (OIML).

Definition and Distinction from a Complaint:

- Appeal (Objection): A request from the party submitting the inspection item for a review of a decision made by the organization regarding that item.

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- Complaint: An expression of dissatisfaction with the organization's activities or the conduct of its staff, requiring a response, and not necessarily aimed at changing a technical decision.
- Complaints are handled according to the Complaints and Objections Policy GR-PR-03 and Procedure GR-QR-014. If the report contains both characteristics, it is separated into two tracks, and the submitter is notified accordingly.

Right to Appeal and its Conditions:

- The party submitting the inspection item has the right to appeal within fifteen working days from the date of receiving the inspection report.
- Appeals must be submitted in writing using the approved form via official email, the electronic form, or in person at the institution's headquarters.
- The appeal must include the report number, the decision being appealed, the grounds for the appeal, and any supporting documents.
- There are no fees for submitting or reviewing appeals.
- Submitting an appeal does not suspend the decision unless the institution decides to do so in writing for reasons of safety or public interest.

The Institution's Obligations:

- Making the grievance handling process readily available to the public on the official website without request.
- Notifying the public of receipt of the grievance, verifying its formal validity, and informing the grievant of the outcome.
- Resolving the grievance within a maximum of twenty working days from the date of its formal acceptance.
- Excluding anyone who participated in the inspection or the approval of its outcome from the process of compiling, reviewing, or approving the grievance decision. If this is not possible internally, an independent external expert will be engaged, signing a confidentiality and impartiality undertaking, and the justification for this will be documented.
- Issuing a written, reasoned decision and communicating it to the grievant, along with the basis for the decision.

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● Treating the grievance data with complete confidentiality and refraining from any discriminatory action against the grievant for submitting it.

Impact of the Decision:

- If the grievance is accepted in its entirety: the original report is withdrawn, and a new report is issued with a reference number indicating the replaced report. The client and the regulatory authority are notified as necessary, and a non-conformity case is opened.
- Partial acceptance of the grievance: A revised report is issued outlining the scope and basis of the amendment.
- Rejection of the grievance: The grievant is notified of a reasoned decision, along with their right to escalate the matter to the regulatory or accreditation body.

Feedback on the management system:

Grievances are analyzed periodically to monitor trends, presented at the management review meeting as mandatory input, and used to identify risks and opportunities, evaluate inspector performance, and improve inspection methods.

Review:

This policy is reviewed at least annually, and whenever there are updates to the reference standard or regulatory requirements, or when grievances against the same type of decision are repeated.

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