

1 **Appeal and complaint review**

- 1.1 Customers of the Certification Body have the right to file their **appeal/complaint** in a free form as letters, applications etc.
- 1.2 **Complaint** can be submitted by customers or by other interested parties.
- 1.3 Submission of a **appeal/complaint** does not suspend validity of the decision made.
- 1.4 **Appeal/complaint** are accepted for review by the Certification Body within 1 month after the date of making a certification decision.
- 1.5 All filed **appeal/complaint** are registered and forwarded to the director of the Certification Body.
- 1.6 Upon receipt of a **appeal/complaint** the director of the Certification Body (or his/her deputy) shall control if the **appeal/complaint** is related to actions of the Certification Body.
- 1.7 If the **appeal/complaint** is related to actions of the Certification Body it is accepted for further review.
- 1.8 The applicant is informed about receipt of the **appeal/complaint** and its relation to actions of the Certification Body in writing within 3 business days.
- 1.9 The Certification Body shall inform the certified person about any confirmed **complaint** that mentioned such a person.
- 1.10 The Certification Body shall review **complaint** within 1 month after notification of acceptance of the **complaint** for review.
- 1.11 Where a **appeal/complaint** is recognized as legitimate, the director of the Certification Body (or his/her deputy) shall appoint a responsible person or a commission to review it and, where necessary, to develop corrective measure upon completing the review process.
- 1.12 All the decisions in the process of processing the **appeal/complaint** shall be made, analyzed and approved by persons that were not involved in the certification process to which the claim at hand refers.
- 1.13 The personnel (including the management) that has provided consulting services to the applicant or has worked for the applicant cannot be involved by the Certification Body for work on the **appeal** within two years after finishing the consulting activities or employment.
- 1.14 The responsible person or the commission shall gather and analyze all the information and documentation related to the subject of the **appeal/complaint** (in order to prepare and made a decision).
- 1.15 The process of investigation and analysis of the **appeal/complaint** shall be documented.
- 1.16 In order to ensure compliance with confidentiality requirements, the scope and necessity of disclosure of materials of the **appeal/complaint** investigation and the respective decision shall be determined by the Certification Body upon consultations with the applicant.
- 1.17 Where necessary (or upon the applicant's request) the applicant is provided with the information on the process of review of the **appeal/complaint**.

- 1.18 The final decision on the **appeal/complaint** is made by the director of the Certification Body on the basis of the investigation results.

The decision shall contain:

- where the **appeal/complaint** is legitimate: the date, place and means of satisfying the claim;
- where the **appeal/complaint** is not to be satisfied: the grounds for refusal with references to the respective regulatory documents and the respective evidence.

- 1.19 The decision on the **appeal/complaint** shall be delivered to the applicant in writing by means of communication that ensure documenting the sending (or shall be delivered to the applicant personally) within 3 business days after the day of making the decision.

- 1.20 All the material on investigation of each **appeal/complaint** shall be archived.

2 Reference tests and corrective measures

- 2.1 Where repeated or additional tests (expert assessment, reference tests, etc.) are required in the process of investigation or for making a decision on the **appeal/complaint**, the Certification Body shall officially inform the applicant accordingly.

- 2.2 Repeated, additional or reference tests shall be performed by an independent testing organization.

- 2.3 A written agreement shall be concluded with the applicant in connection with repeated, additional or reference tests as well as in connection with selection of a testing institution.

- 2.4 Where as the result of performed tests the **appeal/complaint** is recognized as legitimate, the expenses with regard to reference tests are for the Certification Body to bear.

- 2.5 Where as the result of performed reference tests the results of repeated tests are recognized as identical to those obtained earlier, the expenses are for the applicant to bear.

- 2.6 Upon the end of investigation corrective measures are planned and documented as necessary.

- 2.7 Corrective measures shall correspond to the scope of risk and shall be sufficiently effective in order to eliminate the problem and prevent its recurrence.

- 2.8 All the decisions made and corrective measures taken shall not discriminate against the applicant.

- 2.9 All the performed corrective measures shall be included in the internal audit program in order to monitor their efficiency.

- 2.10 All the **appeal/complaint**, decisions on such **appeal/complaint** and corrective measures shall be included in the annual managerial review.