

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.

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