
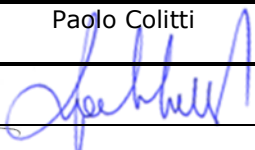




COMPLAINTS AND APPEALS PROCEDURES

PR_02 Procedures for
complaints and appeals
Rev. 01 03/03/2023

COMPLAINTS AND APPEALS PROCEDURES

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1. PURPOSE AND DEFINITIONS

This document defines the phases for handling complaints and appeals:

- **Complaint:** expression of both verbal and written dissatisfaction, addressed to CB CERT, detailed in relation to a single episode or to the totality of the service received from CB CERT.
- **Appeal:** act by which a client asks the Body to cancel, modify or reconsider one or more decisions relating to the certification service, opposing them.

2. COMPLAINT

A complaint is a formal statement of dissatisfaction or disagreement with a CB CERT contract or service. It can be submitted by the customer or any other interested party.

Complaints must be submitted in writing by sending a reporting email to the email address info@cbcertdoo.eu or alternatively by registered mail to the address: CB CERT doo, Prvomajska 28th – 5000 Nova Gorica Slovenija.

With regard to reports received by telephone, however, the Reporter will be asked, where possible, to give preference to the written form.

The report must contain the following information:

1. Name of the person making the complaint;
2. Company name (if applicable);
3. Address and/or email;
4. Reference to the activity, sector
5. Purpose of the complaint;
6. Reason for complaint.

Complaints are managed by the Quality Manager, registered on the complaints and appeals form (CBCert_51), and on the register (CBCert_52) and it is ensured that the person involved in the subject of the complaint is not involved in the complaint management process itself.

The deadline for submitting complaints relating to the execution of the audit and the related report is seven (7) days from the date of the audit.

Each complaint is forwarded to the quality manager, who must acknowledge receipt of the complaint in writing to the complainant within ten (10) days of receipt of the complaint. The supervisor then analyzes the causes of the complaints, decides whether the complaint is justified and then decides on any corrective and/or preventive measures to be implemented. If the applicant for certification is the person presenting the complaint, it must be promptly informed, in writing, of the actions taken.

If the person submitting the complaint is a third party, CB CERT will act as follows:

- It will inform the company requesting certification (customer) of the complaint received;
- It will confirm to the third party (who forwarded the complaint), receipt of the complaint and consideration of its management.



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The phases described above are subject to a series of considerations necessary for the effectiveness and transparency of the process:

- For Complaints that are judged to be unanswered, CB CERT draws up a response to be provided to the customer in writing.
- Responsibility for processing is always entrusted to competent personnel, not involved in the process that is the subject of the complaint and who guarantee technical competence at least equal to that of the person who conducted the process.
- All complaints involving aspects attributable to impartiality (CSI) are reported to the Committee for the Safeguarding of Impartiality.

In the event that the specific situation requires it, CB CERT reserves the right to perform a supplementary audit to verify the state of the management system of the Company subject to the complaint.

3. APPEAL

A company that uses CB CERT's certification services has the right to appeal a decision taken by CB CERT.

This appeal must be sent to CB CERT exclusively in writing by registered mail with return receipt within and no later than 15 days from the adoption of the decision taken.

An application is considered complete if it contains the following information:

1. Indication that it is an appeal
2. Company Information
3. The subject matter of the appeal
4. Justification for the appeal
5. The material evidence of the violation
6. Signature of the legal representative of the Company

In the absence of one or more of the elements indicated above, the application will be rejected. In such cases, CB CERT sends an explanatory message to the Company.

In the event that the documentation of the appeal is complete:

- the Quality Manager will register the appeal on the form (CBCert_51) and on the register of complaints and appeals (CBCert_52),
- the Quality Manager prepares the necessary documentation.
- the Quality Manager will call the CSI meeting.
- CSI session is carry out
- the CSI verifies the documents concerning to the appeals
- the CSI votes for the final decision. All members of the CSI must be independent of the object of the appeal. The CSI will handle the appeal in accordance with the Statute of the CSI.

At the end the decision will be notified to the Company, no later than 60 days from the date of receipt of the appeal.

The decision is to be considered final.