

OBJECTIONS, COMPLAINTS AND DISPUTES PROCEDURE

1. Purpose

This procedure determines the manner for dealing and resolution of complaints, objections and disputes that are submitted to the Certification Body by the customers or other interested parties.

2. Responsible for Applying - Stakeholders

Responsible for applying this procedure is the Quality Assurance Manager.

3. Relevant Documents

Manual for Quality, Chapter 13.

4. Submission of Objections, Complaints and Disputes

- 4.1** The complaints, objections and disputes to be examined must be made in writing, duly signed, clear and documented.
- 4.2** The General Director of the Certification Body receives the complaints, objections and disputes and assigns to the Quality Assurance Director their initial examination and requests the submission of a finding in a fixed period of time.
- 4.3** The person submitting a complaint, objection or dispute is informed by a representative of the Body about receiving his/her complaint/dispute/objection.

5. Examination

- 5.1** The Quality Assurance Director records the submitted the complaint, dispute or objection in the Submission Form of Complaints, Disputes, Objections (Form Δ13.2/EN01) and determines the sectors and activities of the Certification Body that could be involved in the subject under examination.
- 5.2** In the context of this investigation a check of all the documents in the corresponding files may take place.
- 5.3** When the complaint concerns a certified professional (Individual) that has a Certificate of Competence in a Certification Scheme of the Certification Body, then he/she is notified by a representative of the Body.
- 5.4** When the complaint or incident raises doubts as to the compliance of the Certification Body to its policies, procedures or requirement criteria, the Quality Assurance Director conducts an Inspection of

activities and responsibilities (if feasible) or the Coordinator of Examinations suggests Corrective Actions, according to the respective procedures.

- 5.5 The resulting finding of the examination process is recorded in a special position in the Complaints Submission Form and is forwarded to the General Director, who informs in writing the interested party who submitted the complaint, if indeed it entails a complaint or dispute.
- 5.6 If it is an objection, it is forwarded to the Advisory Board of Certification & Impartiality and is examined according to the provisions of the Operation Regulations.
- 5.7 In any case, if the complaint/dispute/objection concerns an individual whose responsibilities concern the procedure of investigation/examination/decision, he/she is excluded from those activities that may affect the final decision, under the responsibility of the General Director of the Certification Body.
- 5.8 The impartiality and security of the information contained in the entire process is ensured by the respective procedures and commitments made by the stakeholders of the Certification Body.

6. Keeping an Archive

The Certification Body keeps an Archive of all Objections, Complaints and Disputes along with the corresponding actions taken. Responsible for this is the Quality Assurance Director.