
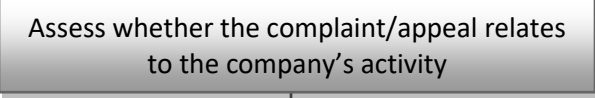
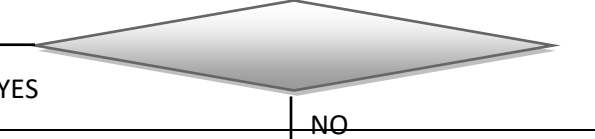
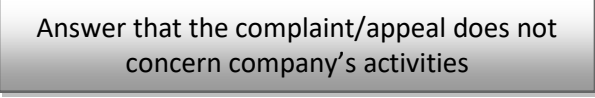
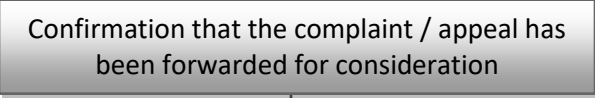
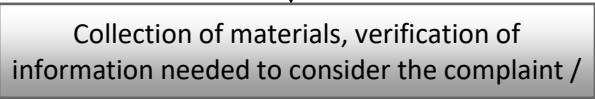
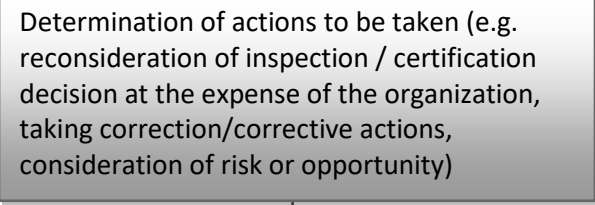
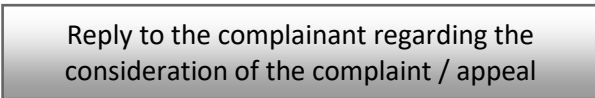
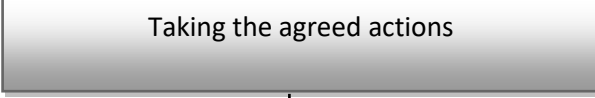
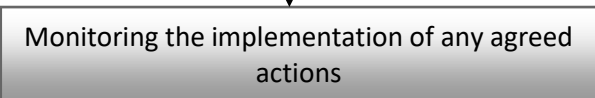


**Description of the process for submitting and considering complaints and appeals**

	<b>RESPONSIBILITY</b>	<b>DOCUMENT</b>
		I.F.07.05.01 Register of complaints and appeals
	Senior Coordinator / Head of certification body	I.F.07.05.01 Register of complaints and appeals
		
	Senior Coordinator / Head of certification body	Mail / copy of the official letter
	Senior Coordinator / Head of certification body	Mail / copy of the official letter
	(1) Senior Coordinator / Head of certification body or designated personnel (1)	
	Senior Coordinator / Head of certification body or designated personnel (1)	I.F.07.05.01 Register of complaints and appeals
	(2) Senior Coordinator / Head of certification body	Mail / copy of the official letter
	Designated person	
	Senior Coordinator / Head of certification body	I.F.07.05.01 Register of complaints and appeals

(1) If the Senior Coordinator/Head of the Certification Body was involved in the work to which the complaint/appeal relates, he/she designates another person who will be responsible for carrying out the follow-up.

Any decision related to the complaint or appeal should be made, or reviewed and approved, by a person not involved in the specific inspection activities referred to in the complaint or appeal.

If it is not possible to indicate another person who is not involved in the process to which the complaint / appeal relates, actions in the scope of considering the complaint / appeal are taken by a competent person from the Management Board (having appropriate competence in the scope of the complaint / appeal).

- (2) If the customer does not agree with the resolution of the complaint / appeal by the organization, he may appeal to the Management Board, and then, if unsuccessful, go to court.

If the Management Board was involved in the consideration of the complaint / appeal, and the client does not agree with the decision, he may take legal action.

The period from the receipt of the complaint / appeal to the response should not exceed 30 days.

A description of the complaints and appeals process is made available to any interested party upon request.

The consideration of appeals and decisions in these cases must not entail discriminatory action.

The results of complaints and appeals are discussed by the Management at the management review.