

Handling appeals and complaints

TLP:AMBER+STRICT



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Version	Date of application	Nature of the change	Author	Approver
0	18/06/2025	Creation	Quality Manager	Administrator
1	03/10/2025	Process review	Quality Manager	Administrator

1. Reference

No	Issuer	Title	Version
[R1]	ISO/IEC	ISO17029: Conformity assessment – General principles and requirements for validation and verification bodies	December 19, 2019

2. Related documents

Num	Title
PR13	Corrective action management

3. General

The verification body handles all complaints and/or appeals from its clients before, during, or after verification/validation assignments, or at any time from other parties of any kind. The management of appeals and complaints is necessary in order to demonstrate the integrity and credibility of the verification/validation body.

The body is responsible for all decisions made in the complaint and appeal handling process. The analysis and decisions relating to appeals and complaints do not give rise to any discriminatory action.

This procedure is also available on our website or upon request.

This procedure is also used when new facts are discovered after the verification notice has been issued.

Any non-compliance identified during the process will be handled in accordance with procedure PR13.

4. Definitions

Appeal: Request made by the client providing the declaration to our organization to reconsider all or part of the conclusions of the verification report.

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Complaint: Expression of dissatisfaction, other than an appeal, made by a person or organization to our organization, relating to the activities of our organization, to which a response is expected.

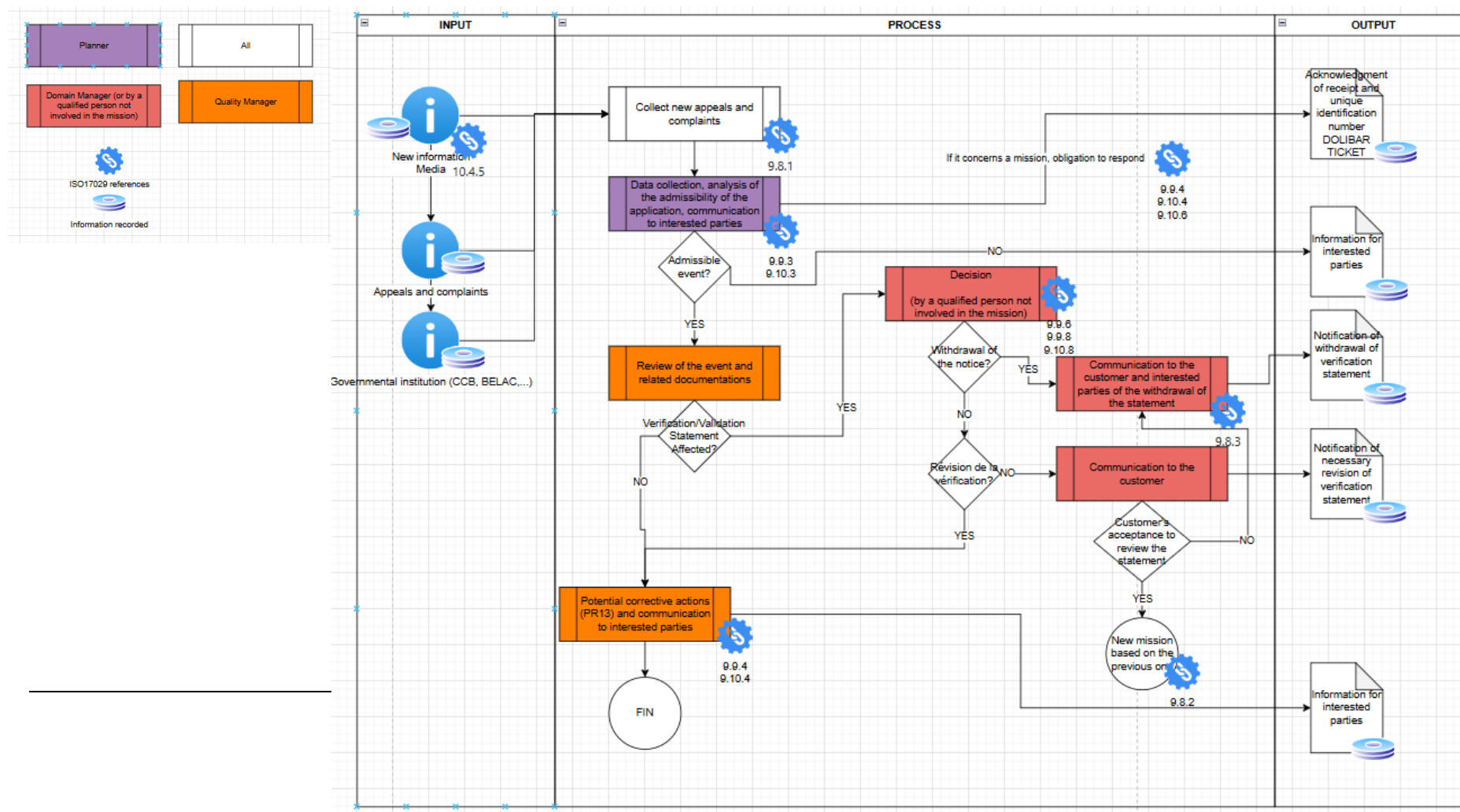
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5. Process



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6. Registration

All calls and complaints are recorded in the company's information management system via ticket management.