



POL03 POLICY OF COMPLAINTS RESOLVING

- 1.** Each client of 3EC International a.s. (Hereinafter “Certification body”, CB) or any organization or individual may oppose or complain against practices or activities of the Certification body 3EC International a.s. or against the client certified by the CB. A complaint shall be submitted in written form by registered post, while the complainant must indicate their identification data, subject of the complaint and necessary objective evidence for complainant’s claim. The CB will confirm reception of the complaint to the complainant in written form by registered post. The CB does not accept electronic form of the complaint, such a form is not recorded in CB register, unless the complainant’s and CB have agreed by written form differently. The CB provides to the complainant information about the complaint resolution If required from the side of complainant.
- 2.** The Head of the Certification body (hereinafter “head of CB”) after the reception of a complaint considers whether the complaint relates to certification activities of the CB, for which the CB is responsible. If so, then this fact is confirmed to complainant, otherwise the complainant is informed that CB is not responsible for activities included in the complaint. In case the complaint is related to activities for which is CB responsible, then the Head of CB designates a member of the Certification Board or the Quality Manager / Management Representative (hereinafter “responsible person”) to perform an investigation of the complaint. The investigation of the complaint can not be investigated by such a responsible person who was previously engaged in the subject of a complaint. Certification Body hereby proclaims that acceptance, review and decision on a complaint shall not in any way be discriminatory against the complaining party.
- 3.** The deadline for complaint resolution is 30 days from the date of its reception. In justified cases the Head of the CB can extend this period to 60 days.
- 4.** If the complaint is related to a certified client, then its resolution takes into consideration the effectivity of certified management system or certified full quality assurance system (product certification). Responsible person designated for resolution of this complaint informs the concerned certified client about the received complaint and requests the client for the statement within the period of set deadline.
- 4a.** In case the concerned client does not react on the complaint within the set time period and/or does not provide a resolution of the complaint, the CB is authorized to perform an unannounced audit (with the aim to review the procedure of complaint’s resolution of the certified client who is a subject of the complaint) at the place of the concerned client. This unannounced audit is performed at the client’s expense. Another option of the CB is to review the procedure of the complaint resolution of the certified client during the next surveillance audit (If planned within the deadline for the complaint resolution).
- 4b.** On the basis of gained information, records, evidence or If the client does not accept required action for the complaint resolution in the set deadline, and the CB decides that the complaint is valid, the CB can decide on suspension of certification, its cancellation or scope reduction.
- 5.** The Decision on the complaint will not be issued, reviewed or approved by person who was involved in certification activities concerning the subject of a complaint. In case that the complaint is made by the client of the CB, the Decision will not be issued, reviewed nor approved by person who in the last 2 years, since the day of complaint reception provided consultations for the client/complainant or by a person who was an employee of the client/complainant in the last 2 years since the day of appeal reception. The CB informs the complainant about the result and the completion of the process of complaint resolving in written form by registered post. In case of justified complaint, CB provides the realization of appropriate corrective actions.
- 6.** The whole process of complaint resolving is confidential. CB decides together with the client and complainant whether the subject and the resolution of the complaint is published and If so, to what extent.
- 7.** In general, the complaint must be brought in the first instance to the CB. In case that the complaint will not be accepted by the CB in the first instance, the client has the right to contact an appropriate authorization or accreditation body in written form by registered post. At the same time, the complainant is obliged to send a copy of such an appeal to CB.
- 8.** CB constantly monitors and records received complaints and activities carried out for their resolution.