



POL04 POLICY OF APPEAL RESOLVING (hereinafter “Procedure”)

1. Each client of 3EC International a.s. (hereinafter “Certification Body”) can oppose (bring an appeal) against the Certification body (CB) decision taken in certification process. Decision taken by CB in this context is referred to:

- decision on certification suspension
- decision on certification withdrawal
- decision on certification scope reduction
- decision on application registration cancellation
- decision on certification withhold.
(hereinafter “Decision”)

2. An appeal against the Decision of CB must be delivered by client (hereinafter “appellant”) to CB at latest 15 calendar days after the applicant receives the Decision which is the subject of an appeal. The appeal does not have a suspensive effect on the decision of CB towards which the client/appellant brings an appeal. The appeal with a justification must be brought by client/ appellant in written form by registered post and must provide necessary objective evidence for its claim. The client /appellant has the opportunity to formally present his/her case. CB will confirm the acceptance of the appeal to the client/appellant in written form by registered post.

3. Submission, investigation and decision on the appeal from the side of CB does not result in any discriminatory actions against the appellant.

4. Head of the Certification body (hereinafter “head of CB”) will assess whether the appeal relates to certification activities for which CB is responsible. If so, then this fact is confirmed to client/appellant, otherwise the client/appellant is informed that CB is not responsible for activities included in the appeal .

5. If the appeal relates to certification activities for which CB is responsible, then head of CB will designate member of the related Certification board or quality manager/management representative. Designated person is an independent person, who was not involved in certification activities that are the subject of the appeal (was not involved in the process of decision making/decision issue). Designated person will examine all documents related to the whole certification process, evaluate the information, in order to objectify all evidences related to the Decision. The Designated person shall take into account previous CB Decisions about appeals in objectively similar cases.

6. Following paragraph 5., CB will decide on confirmation of the Decision of CB, which is a subject to appeal or CB will decide on the need to take follow-up steps, correction or corrective actions from the side of CB, needed for appeal resolving. The Decision on the appeal can not be issued, reviewed or approved by person who was involved in certification activities concerning the subject of an appeal, or by a person who in the last 2 years, since the day of appeal receive provided in the name of CB consultations for the client/appellant or by a person who was an employee of the client/appellant in the last 2 years since the day of appeal receive.

7. 3EC will notice the result to the client in written form by registered post no later than 30 days from the receive of the appeal. In justified cases the head of CB can extent this period to 60 days. CB will provide official reports and outcome of the resolution to the appellant.

8. In general, the appeal must be brought in the first instance to CB. In case that the appeal will not be accepted by 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 appellant is obliged to send a copy of such an appeal to CB.

9. The client has no right to oppose in the case of unannounced audits (product certification) and findings of serious violation of the rules related to the conformity assessment and/or decision of the lead auditor on the withdrawal of the certificate within unannounced audit; or unauthorized use of CE with the number of CB i.e. CE 2265.

10. In case there arise any costs in line with the CB decision confirmation on suspension, withdrawal or scope reduction of the certification from the side of accreditation of authorization body, the client is obliged to settle these costs to CB in its full amount.

11. CB constantly monitors and records received appeals and activities carried out for their resolution.