

**A) Consideration of appeals**

1. Appeal - disagreement (protest) by the audit customer of the decision of the CB on the audit.
2. The procedure for receiving, evaluating an appeal and making a decision on them is publicly available to interested parties.
3. The CB managers (hereinafter referred to as managers), including the Chief Specialists (clause A 10), participate in the process of considering the appeal. At the same time, none of them should participate in the relevant audit and in the development of an opinion on it, otherwise this person is removed from the consideration of the appeal.
4. The CB is responsible for all decisions at all levels involved in the appeals process.
5. Filing, investigating and deciding on appeals may not result in any discriminatory action against the appellant organization.
6. The CB establishes the following procedure for receiving, evaluating and deciding on appeals:
7. If the customer disagrees with the opinion of the audit team, the customer's representative does not sign the rejection/ observation report and notifies the CB in writing of the reasons for the disagreement.
8. This letter is registered in the journal of incoming correspondence and sent to certification managers.
9. The customer is informed in writing form about the receipt of an appeal from him and about the planned deadlines for making a decision, as well as about the progress of the consideration of the appeal. If the previously announced deadlines for considering an appeal are violated, the appealing organization is informed in writing form about the new deadlines for considering an appeal.
10. Certification Managers review the appeal and make a consensus decision. If an agreed decision cannot be reached, the Chief Specialists authorized to approve this procedure are involved in the appeal. In this case, the decision is made by the Chief Specialist of CB.
11. If the decision is made in favor of the appealing organization, then the CB informs the customer about this in an official letter and develops and implements correction and corrective actions in accordance with the procedure applicable in the CB.
12. If the decision is not made in favor of the appellant organization, then the CB informs the customer about this by official letter.
13. The CB confirms the receipt of the appeal in writing and provides the appellant organization with reports on the progress of the consideration of the appeal and its results.
14. The reported decision of the appealing organization is made or analyzed and approved by persons who have not previously been involved in the subject of the appeal.
15. The CB formally notifies the appellant organization of the end of the appeal process.
16. The applicant has the right to appeal to the Accreditation Body.

**B) Consideration of Complaints / Claims**

1. Complaint - a claim against a certified organization by interested parties.
2. The complaints procedure is publicly available to interested parties.
3. Upon receipt of a complaint, the RA must determine whether the complaint is related to certification activities for which the CB is responsible. If so, then the complaint should be considered by the CB. If the complaint relates to a certified client, the effectiveness of the client's certified management system shall be taken into account in its review.
4. If a complaint is received against a certified client, the CB is obliged to send the text of the complaint to this client no later than one month after receipt.
5. The CB has established the following procedure for receiving and evaluating complaints, as well as making a decision on complaints:
6. CB accepts only documented complaints.
7. A complaint received by the CB is registered and transferred to the Chief of CB.
8. Chief and managers of the certification department jointly analyze the validity of the complaint.
9. If the complaint is recognized as justified, the CB develops and implements correction and corrective actions in accordance with the current CB procedure.
10. Information regarding the process of consideration and analysis of the complaint is confidential in terms of the plaintiff and the subject of the complaint
11. The CB is responsible for collecting and verifying all information necessary to assess the validity of the complaint.
12. In all cases where this can be done, the CB acknowledges receipt of the complaint in writing and provides the complainant with reports on the progress of the complaint and its results.
13. The decision on the complaint is made by persons who have no relation to the subject of the complaint in the past, otherwise this person is removed from making a decision.
14. Whenever possible, the CB will formally notify the complainant of the end of the complaint process.
15. The CB must decide, in conjunction with the certified client and the complainant, whether and to what extent the subject matter of the complaint and the decision on it will be made public. This decision is documented through official correspondence.