

	Procedure		NL 06
	COMPLAINTS AND APPEALS PROCEDURE		Page 1 of 2
			Changes 02
Developed by: Ivan Korsak		Approved by: Sergei Boaga	
Date: 28.04.2025.		Date: 28.04.2025.	

1. Purpose

This procedure sets out the rules for submitting, registering, reviewing and responding to complaints and appeals at the certification body EUROSERT OÜ, ensuring that such submissions are handled transparently, impartially and effectively.

2. Scope

The procedure applies to all complaints and appeals concerning the certification activities of EUROSERT OÜ, including:

- actions of personnel;
- assessment procedures;
- certification decisions;
- relations with clients and third parties.

3. Definitions

- Complaint – an expression of dissatisfaction, other than an appeal, with the actions or inaction of the certification body.
- Appeal – a request to reconsider a decision taken by EUROSERT OÜ in respect of a specific client (e.g. refusal, suspension or withdrawal of a certificate).

4. Submission of complaints and appeals

A complaint or appeal may be submitted by any interested party (natural or legal person).

Submissions are made in writing (electronically or on paper) and sent to the EUROSERT OÜ office or by e-mail.

Oral complaints may be recorded in writing with the consent of the complainant.

5. Registration and acknowledgement of receipt

All submissions are registered by the Quality Manager in REG 21 – Complaints and Appeals Log.

Within three working days of receiving a complaint or appeal, the complainant is sent an acknowledgement of receipt containing information on the further stages of the review.

6. Independence and impartiality

A complaint or appeal is reviewed by an independent person who was not involved in the certification decisions or situations related to the subject of the submission.

If necessary, a temporary independent group/committee is set up.

7. Review and decision-making

The Director or an authorised person organises the review of the complaint/appeal within 20 working days.

If necessary, additional information is requested from the parties.

The final decision is taken within 30 calendar days of the registration of the submission. If more time is needed, the complainant is notified accordingly.

8. Informing the complainant

		NL 06
	COMPLAINTS AND APPEALS PROCEDURE	Page 2 of 2
		Changes 02

Upon completion of the review of the complaint/appeal, the complainant receives an official reply explaining the decision taken and, where applicable, the actions taken.

9. Corrective actions

If the complaint is found to be justified, the need to implement corrective or preventive measures is considered in accordance with KRG 07 Corrective and Preventive Actions. All actions are documented.

10. Disputes

If the complainant disagrees with the outcome of the review, they have the right to submit a repeat complaint to the Impartiality Committee of EUROSERT OÜ, which reviews it independently.

Disputes between EUROSERT OÜ and the client are resolved in accordance with the legislation of the Republic of Estonia.

11. Confidentiality

All submissions and related materials are treated as strictly confidential, in compliance with the requirements of data protection legislation.

12. Analysis and improvement

The Quality Manager analyses complaints and appeals annually in order to identify trends, improve processes and increase client satisfaction.