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	APPEALS REVIEW PROCEDURE	Page 1 of 1
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1. OBJECTIVE

The provision defines the procedure for submitting and reviewing appeals to EUROSERT OÜ.

2. DESCRIPTION

2.1. General Part

Appeals include all requests from certified Clients to EUROSERT OÜ for the review of any adverse decisions made by EUROSERT OÜ regarding the desired certification status. Appeals must be submitted to EUROSERT OÜ in written form. Oral requests are not considered.

2.2. Appeals Review

If the Client believes that their product does not correspond to the assessment by EUROSERT OÜ or the certification scheme or criteria were not followed, then:

1. An appeal may be submitted to a board member in written form within a month;
2. The Quality Manager registers this in the EUROSERT OÜ REG 21 "Complaints and Appeals Log";
3. The board member checks the validity of the appeal within two weeks and informs the Client in writing about the outcome of the review;
4. The decision on the validity of the appeal and the actions taken for its review are recorded by the Quality Manager in REG 21 "Complaints and Appeals Log";
5. If the appeal is justified, the necessary actions and the timeframes for further review and certificate issuance are verbally agreed upon with the Client.

If the Client is not satisfied with the outcome of the appeal review by EUROSERT OÜ, they have the right to contact the EUROSERT OÜ Scheme Committee. The appeal will be reviewed by the Scheme Committee according to the established procedure.

Disputes between EUROSERT OÜ and the Client are resolved in accordance with applicable legislation.