

	Procedure	NL 06
	COMPLAINT HANDLING PROCEDURE	Page 1 of 1 Changes 02
Developer:	Approved by:	
Date:	Date:	

OBJECTIVE

The provision defines the procedure for handling complaints by the EUROSERT OÜ institution.

DESCRIPTION

2.1. General Part

Complaints include any claims regarding the work of EUROSERT OÜ. A complaint may be filed by any party – a legal entity, individual, board member, or quality manager. Oral complaints are responded to verbally, while written complaints are answered in writing.

2.2. Complaint Processing

The Quality Manager registers the received complaint in REG 21 "Complaints and Appeals Log."

A board member organizes and checks the validity of the claim within 20 working days.

The decision on the validity of the complaint and the actions taken to review it are recorded by the Quality Manager in REG 21 "Complaints and Appeals Log."

In the case of a valid complaint, the necessity of corrective actions is considered in accordance with the procedure outlined in Chapter 07 of the Manual.

A board member responds to the complaint within 30 working days.

If the complainant is not satisfied with the outcome of EUROSERT OÜ's complaint review, they have the right to submit a complaint to the EUROSERT OÜ Scheme Committee. The Scheme Committee reviews the complaint in accordance with the procedure established by EUROSERT.

Disputes between EUROSERT and the Client are resolved in accordance with the current legislation of the Republic of Estonia. The complaint is reviewed by a person not involved in the certification process.