



Complaints & Appeals Handling Process

Purpose

The purpose of this document is to communicate the CCIC Europe Complaints & Appeals Handling Process to ensure that all appeals and complaints are handled in a professional, fair and responsible manner.

Scope

This process applies to any customer, potential customer or stakeholder who has concerns about or is dissatisfied with any aspect of our service.

Definitions

Complaint: is defined as a formal expression of dissatisfaction made to CCIC Europe with regards to its inspection services or its inspected clients, where a response or resolution is explicitly or implicitly expected.

Appeal: is defined as an appeal against an inspection decision made by CCIC Europe or a decision made by CCIC Europe on the validity of a complaint against CCIC Europe.

General notes

- CCIC Europe will not respond to anonymous complaints or appeals and all communication must be in writing.
- Complaints may concern: quality and standard of service; unreasonable delay or failure to take action; unprofessional behavior or staff conduct; bias or unfair treatment; failure to follow published policies or procedure without reasonable explanation.
- Adverse decisions by CCIC Europe that can be appealed may include: refusal to accept an application; refusal to proceed with an inspection; corrective action request; decision to deny an inspection certificate; and any other technical decision that may impede the attainment of the inspection certificate.
- Only a certificate holder can appeal against adverse inspection decision.
- Dissatisfaction without any justified reason or based on hearsay will not be considered as a complaint and should be rejected.
- Where necessary, contact may be made with the complainant/appellant to determine the full nature and extent of the complaint/appeal, and to obtain additional information.
- Full implementation of actions and confirmation of implementation (e.g. amendment and closing out of non-conformities that may have been identified as result of the complaint) are completed in compliance with the relevant procedure within our Quality Management System.
- Whereas CCIC Europe will provide as much information as possible, some details relating to the outcome of the complaint process may be protected by the confidentiality policy.

Complaint process

1. Complaint shall be submitted in writing to the CCIC Europe office (contact details are provided below). To assist in this process, the complaint must be substantiated with objective evidence as far as possible and accurate description of location, dates and people involved.
2. CCIC Europe will confirm receipt of the complaint within **3** working days, providing information about the initial assessment outcome, expected process for dealing with the complaint, and where possible a target date for resolution thereof.
3. Where the complaint is accepted as valid a competent and impartial person(s) will be appointed for investigation and resolution. If the complaint is not considered valid, the complainant will be informed in writing and the notification will include an explanation for the rejection.
4. CCIC Europe will inform the complainant about the results of its investigation and any appropriate action planned or implemented within **20** working days.
5. In case the results of the investigation are considered not satisfactory by the complainant, an appeal shall be submitted to CCIC Europe.

Appeal process

1. Appeal shall be submitted in writing to the CCIC Europe office within **20** working days of the decision the appeal is aimed at (contact details are provided below). The appeal must include sufficient documented objective evidence to substantiate the appeal and identifying the basis thereof.
2. CCIC Europe will confirm receipt of the appeal within **3** working days, providing information about the initial assessment outcome, the expected process for dealing with the appeal, and where possible a target date for resolution thereof.
3. Where the appeal is accepted as valid a competent and impartial person(s) will be appointed for investigation and resolution. If the appeal is not considered valid, it will be referred back to the complainant explaining the reasons for the decision. The notification will include an explanation for the rejection.
4. CCIC Europe will inform the appellant about the results of its investigation and any appropriate action planned or implemented within **20** working days.

Contact details

CCIC Europe B.V.

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