



QUALITY PROCEDURE ΔΠ 18.2	ISSUE .02 AMENDMENT.01	DATE OF ISSUE. 24/05/2018	APPROVED BY CEO
INVESTIGATION OF COMPLAINTS AND APEALS FOR SOCIAL ACCOUNTABILITY MANAGEMENT SYSTEMS			PAGE 1 OF 6

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1. AIM

The procedure describes the way EUROCERT deals with complaints received by SA 8000 certified clients and interested parties.

2. SCOPE

This procedure is applied by EUROCERT's management personnel upon receipt of a complaint within the scope of SA 8000 accreditation.

3. REFERENCE DOCUMENTS

3.1 Quality Manual

3.2 ΔΠ13.49 PROCEDURE SA 8000 EN

3.3 SA 8000 – SOCIAL ACCOUNTABILITY STANDARD

3.4 ISO/IEC 17021 - International Standard – Conformity Assessment – Requirements for bodies providing audit and certification of management systems

3.5 SAAS Procedure 200: Audit Requirements For Accredited Certification Bodies for SA8000 Program

3.6 SAAS Procedure 201A: Accreditation Requirements

3.7 SAAS Global Procedure 304: For Making A Complaint Or Appeal

3.8 IAF GD2: 2005– Issue 4, Guidance on the Application of ISO/ IEC Guide 62:1966

3.9 ISO 19011 “Guidelines for Quality and/ or Environmental Management Systems Auditing”

4. DESCRIPTION

4.1 Complaints sent directly to EUROCERT



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- 4.1.1** When a complaint is received within the scope of SAAS Accreditation te, it is immediately documented in form Δ 18.1/E01 and along with any relevant client's document (letter, fax or email) it is being forward to EUROCERT's Quality Assurance Manager (QAM).
- 4.1.2** The QAM must acknowledge a receipt of the complaint to the complainant within 5 working days.
- 4.1.3** The QAM along with the Program Manager (PM) determine the acceptability of the complaint based on evidence received. If the complaint is accepted EUROCERT will conduct an investigation as follows:
- 4.1.4** The complaint is reviewed by the QAM, the PM and the Managing Director (MD) of EUROCERT. The investigation may include an unannounced audit and interviews with outside stakeholders (trade unions, NGO's) and the complainant at the minimum. The investigation covers all elements identified in the complaint. If the complaint relates to a specific audit, it is assigned personnel to the complaint investigation who were not a part of the relevant audit team.
- 4.1.5** EUROCERT submits a report to the complainant on the conclusion of its investigation. The report must present the resolution of the complainant and the reasons for that conclusion, summarizing the documented evidence submitted unless the appellant has requested it to be held confidential in whole or in part, and summarizing a response from the management of the facility. If the facility has agreed to corrective action, this is included in the report. When the facility's implementation of the corrective action has been confirmed, that is also reported. Every six months, EUROCERT provides a detailed report to SAAS of all complaints received.
- 4.1.6** EUROCERTS client's management has the right to submit a written response to the allegations and have that response included in the report. The report is written so as not to breach the confidentiality agreement in effect and is issued within 10 days of the rendering of the decision.
- 4.1.7** If the complaint is not accepted, the QAM notifies the complainant of why it was not accepted, and provide instructions on the Appeals Process. The complainant shall also be given the opportunity to provide additional evidence to support the complain



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4.2 Complaints received by SAAS regarding EUROCERT and its clients

4.2.1 EUROCERT follows 4.1.1 through 4.1.6 as above, and

4.2.2 In addition EUROCERT will:

- a. acknowledge the receipt of the complaint by SAAS
- b. report to SAAS within 10 days with a action plan and every 30 days submits a subsequent report
- c. be in contact with the complainant as part of the investigation
- d. complete the investigation within 90 days or sooner, unless otherwise agreed by the SAAS Director of Accreditation.

4.3 Other types of Complains received by SAAS

4.3.1 SAAS may receive information regarding EUROCERT or a EUROCERT's certified client from a stakeholder with whom SAAS or SAI, the owner of the SA8000 standard, has a relationship. This stakeholder may have information that raises issues of concern about the certified organisation, which then requires investigation by EUROCERT. EUROCERT treat such issues of concern as formal complaints and undertake an investigation as noted in the points above, and correspond directly with the stakeholder.

4.3.2 The relevant complainant may wish to remain anonymous. In such cases, SAAS shall act as the intermediary; EUROCERT shall send all correspondence to SAAS, which shall liaise with the complainant

4.4. General

4.4.1 All worker interviews conducted by EUROCERT auditors include information regarding how the worker can communicate with EUROCERT and SAAS regarding a concern or additional information related to the audit. EUROCERT auditors provide such contact information.

4.4.2 All complaints are logged, records kept and shown to the SAAS auditors during their visit. EUROCERT keeps complaints records regarding SA 8000 for 10 years after the resolution of the complaints.



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4.4.3. EUROCERT provide a detailed report to SAAS of all complaints received every 6 months. This report include details of the complaint, outcome, root cause analysis and corrective action, as necessary

4.4.4 EUROCERT implements a system covering the anonymity of both the whistleblowers and the EUROCERT personnel involved in the investigation

4.5 Appeal is any request by the provider of the object of conformity assessment to EUROCERT, for reconsideration by EUROCERT of a decision it has made relating to that object.

4.5.1. When there is an appeal against decisions of EUROCERT, CEO completing the form DP18.1 / E01, attaching if any, and the relevant FAX or letter of the customer.

4.5.2. In order to received and investigated the appeal, this should be submitted within one month after the notification of the decision to the interested party.

4.5.3. The CEO after consultation with the relevant Director (the Department of which relates to the appeal), examines the appeal and accepts or rejects it.

4.5.4. If the appeal is accepted, EUROCERT amends its decision and inform the client in writing.

4.5.5. In parallel the CEO informs the Board of Directors.

4.5.6. Simultaneously applied directly corrective action to address the problem and the non reappearance, based on the procedure DP19.3. The effectiveness of the corrective action verified by the CEO himself.

4.5.7. All the corrective actions to be taken will be covered financially only by the Certification Body.

4.5.8. If the appeal is rejected, the applicant informed in writing and the decision is fully justified.

4.5.9. The decision on the acceptance or not of the appeal, must be issued within three months of its submission unless the applicable European or national legislation or the competent authority imposes different.



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4.5.10. The applicant and the EUROCERT have the right to appeal if are not satisfied in a Court of Arbitration in accordance with the provisions of the Civil Procedure Code.

4.5.11. The Court's decision is final and not subject to an action brought and is immediately enforceable.

5. DOCUMENTATION

The documents that are completed by the IT and are filed in the company's envelope are listed below:

- Complaints files with relevant documentation
- Forms listed on Annex A

6. AMENDMENTS

A/A	DESCRIPTION OF AMENDMENT	DATE OF AMENDMENT
1	Addition of par. 4.5	24-05-2018

7. DISTRIBUTION

RECIPIENT	NUMBER OF COPY
Q.A.M.	ORIGINAL

ANNEX A

1	ΔΠ18.1/Ε01	CLIENTS COMPLAINTS
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