



QUALITY PROCEDURE ΔΠ 18.01	ISSUE .01 AMEND.08	ISSUE DATE 01-04-2022	APPROVED BY CEO
INVESTIGATION OF COMPLAINTS AND APPEALS			PAGE 1 OF 5

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1. AIM

The procedure describes the way management of the complains and appeals.

2. SCOPE

The procedure is applied whenever expressed a complaint regarding to the Quality System, the decisions of EUROCERT, the auditors or the way in which the services are provided.

Also applied whenever there is a dispute or appeal in a decision of EUROCERT.

This also applied in the event of an appeal or a complaint concerning the organization of interlaboratory proficiency testing schemes

3. REFERENCE DOCUMENTS

Relevant documents are:

3.1 Q.M

3.2 DP19.3 "CORRECTICE AND PREVENTIVE ACTIONS"

4. DESCRIPTION OF PROCEDURE

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COMPLAINS

4.1 Any one of the personnel, who become a complaint recipient of any kind from a client or another interested party, completes the form DP18.1 / E01, attaching if any, and the related letter or FAX of the client and forwards them to the QAM.

4.2. The QAM with the relevant manager of the department (which is related to the complaint), investigate the complaint and determine if it is required corrective action in accordance with the procedure DP19.3.

4.3 In the investigation of a complaint is not involved the person who is responsible for the issues referred to in the complaint.

4.4. If it is found that the complaint is correct, then a copy of the form DP18.1 / E01 forwarded to CEO. If involved persons or departments then the QAM send copies to them and to their directors for information.

4.5. If during the investigation found that the complaint does not relate to a problem in the Quality System but related to a poor application of procedures, operating rules by specific person, then the responsible Director should discuss the matter with this person and, if necessary, decide on further training of the person. In parallel examines all the relevant to the complaint cases, which has been dealt by the person, in order to determine the extent of the problem and to take the appropriate actions to address the problem.

4.6. If during the investigation are not detected deficiencies in the Quality System or the way of processing the case in which the client is referred, then the QAM informs orally or in writing the customer.

4.7. Otherwise are taken immediately the appropriate measures to resolve the problem and informed orally or in writing the customer for the actions to be taken by the competent Director.

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



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4.9 In all cases is given a reply to the customer within 5 working days. In the form ΔΠ18.1/E01 is also recorded the degree of acceptance of our actions by the customer. Also, a letter/email confirming receipt of the complaint shall be issued within a maximum of 5 working days. An initial response shall be given within 10 working days of receiving the complaint. A full written response shall be given after the completion of a full and thorough investigation into the complaint.

4.10 In cases where illegal acts are committed by the staff, the company undertakes to refer these cases to the competent authorities

APPEALS

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. Appeals shall be finalised within 20 working days of receiving information from the assessed site.

4.11. 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.

4.12. 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.

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

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

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

4.16. 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.

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

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

4.19. 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.

4.20. 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.

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

5. DOCUMENTATION RESPONSIBILITIES.

The QAM maintains and updates the following:



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1. - Customer Complaints File with all the relevant documentation
2. - Forms of ANNEX A.

6. MODIFICATIONS OF THE PROCEDURE

A/A	DESCRIPTION OF MODIFICATIONS	DATE OF MODIFICATION
01	Possibility of appeal to arbitration	18-02-00
02	Non-participation in the evaluation of a complaint of the person Involved	07-09-01
03	Updating the scope of the Procedure to cover also the interlaboratory procedures	13-04-11
04	Information on other interested parties	22-04-13
05	Addition of par. 4.9	14-10-15
06	Addition of the definition of Appeal	10-02-17
07	Addition of par. 4.10	09-04-2021
08	Additions, appeals, to 4.9, Annex B	01-04-2022

7 . DISTRIBUTION OF THE PROCEDURE

RECEIVER	NUMBER OF COPY
QAM	PROTOTYPE
TECHNICAL DIRECTOR	01

ANNEX A

1	ΔΠ18.1/E01	COMPLAINS OF CUSTOMERS
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ANNEX B

IFS complaint management

Retailers or any other interested parties have the right to forward any possible complaint or issue to IFS for investigation as part of the Integrity Program. The respective information can be for-warded by e-mail via complaintmanagement@ifs-certification.com or via a complaint form on the IFS Website.

The IFS Integrity Program will gather all necessary information in order to investigate the cause of the complaint and to establish if there are deficiencies in meeting IFS requirements by certified companies, accredited certification bodies or IFS Auditors. Appropriate steps will be taken to fully investigate a complaint, which may include requesting a certification body to carry out internal investigations and to provide a statement on the outcome of the investigations to IFS.

Finally, the IFS Quality Assurance Management department will decide which approach would be best to assess and solve the complaint. This might also be to plan an Integrity on-site check at the IFS certified company to investigate the case on-site or to organise an Integrity witness audit for an IFS Auditor involved in the complaint case (in this case, an Integrity auditor assesses an IFS Auditor during one of her/his next regular IFS Assessments).

Based on the complaint, the Integrity on-site check will mainly be performed on an unannounced basis (announcement 30 minutes before the start of the Integrity on-site check). In some special cases, the Integrity on-site check might also be performed on an announced basis (generally announced about 48 hours before).

For the handling of complaints received by the IFS Offices, the basis for complaint management is described in the IFS Framework Agreement with certification bodies:

- If the complaint relates to the quality of IFS Assessments or the content of IFS Assessment reports, the IFS Offices require the certification body to provide a statement on the cause and the measures identified to rectify the problem within two (2) weeks.



ΕΥΡΩΠΑΪΚΗ ΕΤΑΙΡΕΙΑ ΕΛΕΓΧΩΝ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΕΩΝ Α.Ε
EUROPEAN INSPECTION AND CERTIFICATION COMPANY S.A

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- If the complaint relates to administrative errors, e.g. in IFS Assessment reports, IFS Certificates or in the IFS Database, the IFS Offices ask the certification body to provide a statement and rectify the problem within one week. The statement shall be issued in writing, by e-mail or post.