



Complaints/Appeal Process

IETQAN Conformity and Certification is a certification, inspection and testing company that guarantees that all certification, inspection and testing processes instil confidence in the client that they are carried out in an impartial environment.

To achieve this task, **IETQAN** set forth a process whereby organizations can receive a fair and equitable handling of disputes and a process by which organizations can appeal reports issued by **IETQAN**, or complaint commercially related issues. The process is as follow:

- A complaint is an expression of dissatisfaction related to the services of **IETQAN** or to the performance of a **IETQAN** certified client.
- An appeal is an expression of dissatisfaction related to the decision of the **IETQAN** inspection body or certification body.
- Upon receiving any complaint/appeal request (must be documented via mail or email or Compliant and appeal form on **IETQAN** web), the General Manager will record it on **F02-01** and decide whether it is inspection/certification activities related or other activities related (commercial). Also he will decide whether it is appeal or a compliant
- The General Manager will establish a review taskforce: The task force team will be:
 - **IETQAN** General Manager or **IETQAN** Certification Manager (for appeals related to certification activities)
 - Quality Manager
 - Inspector or Auditor (*of whom was not involved in the initial project*)
 - Certification decision maker
- Members of the task force team shall not be previously involved in the subject of the appeal/complaint.
- The complainant/appellant will be acknowledged about receipt of the complaint/appeal.
- Initially all the documentation of the assignment will be reviewed and compared to the issued report/certification decision. In case of complaint, task force team investigate necessary information and evidence.
- Upon completion of the review of all documents along with the customer appeal/complaint, the action will be:
 - Confirm the initial report/decision
 - Revoke the initial report/decision and issue new report
 - Perform special short-notice audit at the Client who is the subject of the complaint (applicable only for certification).
 - As a result of investigation, the certification can be suspended, withdrawn or the scope of certification can be reduced.
- The process will be recorded by the Quality manager (form F-02-01).



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- The case will be cleared accordingly and CAPA will be initiated in case of new report is issued to understand the root cause of the problem.
- The decision of the review taskforce team is forever binding in the matter under appeal/complaint.
- The review taskforce team shall issue its final decision no longer than 30 days after the appellant/complainant attends first meeting and submitting the requested supporting documents. A written response will be sent to the complainant/appellant with the outcome of the investigation and **IETQAN**'s decision.
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- This policy is binding for all employees of **IETQAN Conformity and Certification**.