



DESCRIPTION OF PROCEDURE FOR OBJECTIONS MANAGEMENT. INFORMATION FOR CLIENTS

1. PURPOSE

This information for Clients setting out the rules and procedures for receiving, classification, research, review, resolve and inform the parties upon receipt of objections and claims by applicants, certified bodies or other persons / organizations regarding certification activities or any other related issues, against decisions of the Management Systems Certification Body. Independent Committee takes a decision, guaranteeing an amicable solution of the problem in accordance with the following principles: objectivity, fairness and impartiality.

2. SCOPE OF APPLICATION

2.1. The Appeals Committee (AC) shall ruling on the merits of the submitted written claims and appeals about Certification Body' decisions or actions, as follows:

- a) Termination of the certification procedure at all stages of the certification process;
- b) Decision of the Head of Sector QMS/EMS/OHSAS/EnMS to grant, extend, limiting the scope, temporary suspension or withdrawal of the certification;
- c) Reports and conclusions of the leading auditor of the certification audit and conducted audits (surveillance, special and unexpected) or renewal of the certification;
- d) Differences in the report and/or decision of the Head of Sector QMS/EMS/OHSAS/EnMS to the audit report and/or the announced result from the audit by the leading auditor during the Closing Meeting;
- e) Objections arose in the determination and coordination between the team auditors;
- f) Others, involved in the certification process.

2.2. The Appeals Committee' decision shall be final and is obligatory for the Head of the Certification Body, the Head of Sector QMS/EMS/OHSAS/EnMS and enforced by him, as per regulated in the Management System of **MSCB**.

3. TERMS, DEFINITIONS AND ABBREVIATIONS.

Complaint - Expression of dissatisfaction, other than appeal, by any person or organization to a conformity assessment body, relating to the activities of that body, where a response is expected;

Appeal: Request by the provider of the object of conformity assessment to the conformity assessment body for reconsideration by that body of a decision it has made relating to that object;

OTC - Organization for Technical Conformity

MSCB – Management Systems Certification Body at OTC

HCB - Head of the Certification Body

AC – Appeal Committee

HS – Head of Sector QMS/EMS/OHSAS?EnMS

4. ACTIVITY DESCRIPTION

4.1 Appeals and Complaints

4.1.1 Appeals

4.1.1.1 An appeal may be raised by company/organization against unsatisfactory solution in the various stages of certification process.

4.1.1.2 Once receipt of the appeals in writing, a motivation is sent to the Appeal Committee for consideration.

4.1.2 Complaints



ORGANIZATION FOR TECHNICAL CONFORMITY

- 4.1.2.1 A complaint may be raised by company/organization related to the certification activities, which are on MSCB' responsibility;
- 4.1.2.2 Complaints that relate to the Certified Client by MSCB shall be timely investigated by the MSCB' management in terms of efficiency of the certified Client' management system. MSCB inform certified client for the received complaint, to whom it will refers the undertaken actions by Accreditation Body.
If necessary, the decision of the Head of MSCB (HCB) is conducting an unforeseen audit that may be done as supervisory audit, recertification audit or on separately scheduled time.
- 4.1.2.3 MSCB reviewed complaints, received in written by identified sender and subject of the reclamation, and gives motivation.
- 4.1.2.4 The Complaints are deliberated by **Appeal Committee**.
- 4.1.2.5 The sender of the complaint shall be informed in writing for the outcome of its review up to 30 (thirty) working days of the claim' receipt. MSCB determined together with the client to what extent the subject of the complaint and its decision(s) shall be made public.

4.2 Acceptance and filing the Appeals and Complaints

When the sender receive a letter, containing findings, assessment or decision of MSCB, he may submit a written complaint or objection within 10 (ten) working days of receipt of that letter. MSCB' Coordinator accepts, bring and filing in the "**Register of Appeals and Complaints**" and within three days informs the Chairman of the **Appeal Committee**. Only reasonable objections and complaints in writing shall be receipted, filed and examined and shall be addressed to the MSCB or **Appeal Committee** along with relevant documentary evidence in support of the objection and the protest.

4.3. Rules for decision-making

- 4.3.1. The deadline for decision-making by AC is 30 (thirty) working days by the date of receipt of the notification by the sender of the disagreement, claim or objection.
The copy of AC' decision is delivered to the Secretary of the Head of Certification Body up to 3 (three) days of the final assignment and is mailed to the sender of the complaint or objection with acknowledgment of receipt.
- 4.3.2. AC' decisions are final and are not subject of appeal in front of the Certification Body.
- 4.3.3. In cases when the sender of the objection or complaint is not satisfied by the AC' decision at MSCB, he may turn the claim to external organization for its decision-making.
- 4.3.4. The **Appeals Committee**' decisions shall be final for the HCB, the Head of Sector QMS/EMS/OHSAS/EnMS and are notified to the objector.
- 4.3.5. HCB is obliged to enforce the AC' decision for each case.