

MANAGEMENT SYSTEM POLICIES AND PROCEDURES

ACCORDING TO ISO/IEC 17029:2019 & – ISO 14065:2020

Title: **Complaints & Appeals Management**

Code: **D 403**

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	POSITION		NAME/NAME	SIGNATURE
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1. PURPOSE

This Procedure describes the responsible parties and the method by which complaints or appeals from customers or third parties to the Verification Body are received, assessed and dealt with, so that an effective solution is provided as quickly as possible and at the same time the necessary measures are taken to prevent a similar problem from recurring in the future.

2. SCOPE OF APPLICATION

The procedure applies to all complaints & appeals regarding GHG emissions verification or validation services. by the certification body.

3. METHOD**3.1 Receiving complaints & appeals**

RESPONSIBLE: All staff, Quality Department

FILE: E.403-1

DESCRIPTION:

3.1.1 Customer complaints may be expressed in various ways such as verbally or in writing and to various employees in the Organization. It is the responsibility of all personnel to immediately forward any complaints they receive to the Quality Manager, who records it in E.403-1. The Quality Manager informs the complainant of the receipt of the complaint.

3.1.2 The customer or any interested party who wishes to submit an appeal may do so in writing within [deadline e.g., 30 days] from the date of the decision or action to which the appeal relates.

The appeal must include:

- A clear description of the decision or action being challenged.
- The details of the person submitting the appeal.
- Documentation supporting the appeal

The DPO informs the person submitting the appeal of its receipt and the estimated start time for its investigation.

3.2 Investigation of causes of complaints & appeals

RESPONSIBLE: YDP

FILE: E.403-1

DESCRIPTION:

3.2.1 The Quality Manager is responsible for coordinating the investigation of complaints and appeals. For the investigation of complaints and appeals, the Verification Body's file system is a valuable tool. The Quality Manager, in collaboration with the Technical Director, collects all the necessary information for the confirmation and investigation of the complaint or appeal.

3.2.2 Persons not involved in the verification/validation activities related to the complaint or appeal are selected to investigate complaints & appeals. Also, the persons selected should not have been part of the client's staff or have provided advice to the client in the last two years, so that there is no conflict of interest.

3.2.3 Before the start of the investigation of complaints & appeals, the Director of the Body and the Director of Certification are informed and, if necessary, the Impartiality Committee is convened, in accordance with regulation K-1. The committee may be convened at the beginning or during the investigation.

3.2.4 If it is initially determined that the Body is responsible for the specific complaint or appeal, then this is further investigated, under the responsibility of the Quality Minister, in order to fully and clearly determine:

- i. The causes of the problem
- ii. The necessary corrective actions to prevent the same problem from recurring in the future (see Procedure: D.1104 Corrective Actions),
- iii. The need to activate internal inspections, in case doubts arise regarding the Entity's compliance with its Quality Policy or Procedures.

3.2.5 In addition, the ODPS carries out statistical processing of complaints & appeals, with the help of E.403-2.

3.3 Investigation result and determination of how to deal with complaints & appeals

RESPONSIBLE: Quality Manager

FILE: E.403-1

DESCRIPTION:

3.3.1 The Management, in collaboration with the Quality Manager, decides whether the claim of the customer or interested party is valid or not and decides on how to deal with the complaint or appeal.

3.4 Informing the customer

RESPONSIBLE: Verification Body Director

FILE: Correspondence with the client

DESCRIPTION:

3.4.1 It is the Verification Body's Policy to respond immediately to submitted complaints or appeals and to deal with them as quickly as possible.

3.4.2 After the investigation of the complaint or appeal is completed, the customer or interested party receives official written information from the Director of the Verification Body on the completion of the procedure and the resulting outcome, providing full justification of the findings and the decision.

4. EXPLANATIONS

4.1 This procedure is available to any interested party who requests it. It is distributed only by the PPO.

4.2 The complaints & appeals management process is conducted with complete impartiality, ensuring that the individuals making the decision are independent of the original process.

4.3 All information provided in the context of complaints or appeals remains confidential and is managed in accordance with the organization's privacy policy.

5. RESPONSIBILITIES

5.1 The Quality Manager is responsible for the adequacy and review of this Procedure.

5.2 The Management of the Verification Body is responsible for decisions at all levels regarding the management of complaints & appeals.

6. DOCUMENTARY

CODE	TITLE	WAY COMPLIANCE		YEAR STORAGE	RESPONSIBLE COMPLIANCE
		PRINTED MATTER	ELECTRICAL / CO		
E. 403 -1	Reporting a Complaint or Appeal		✓	4 years	Ministry of Quality
E. 403 - 2	Statistical Processing of Complaints & Appeals		✓	4 years	Ministry of Quality
	Impartiality Committee Decision		✓	4 years	Ministry of Quality
	Customer Correspondence Archive		✓	4 years	Ministry of Quality
E. 1104 -1	Corrective Actions		✓	4 years	Ministry of Quality

7. WORKING INSTRUCTIONS

8. RELATED DOCUMENTS

K-1 Impartiality & Complaints Committee Regulation

9 DOCUMENT CHANGES

Version No.	Issue Date	Modification Description
1	02 .0 9 .2024	Original Version