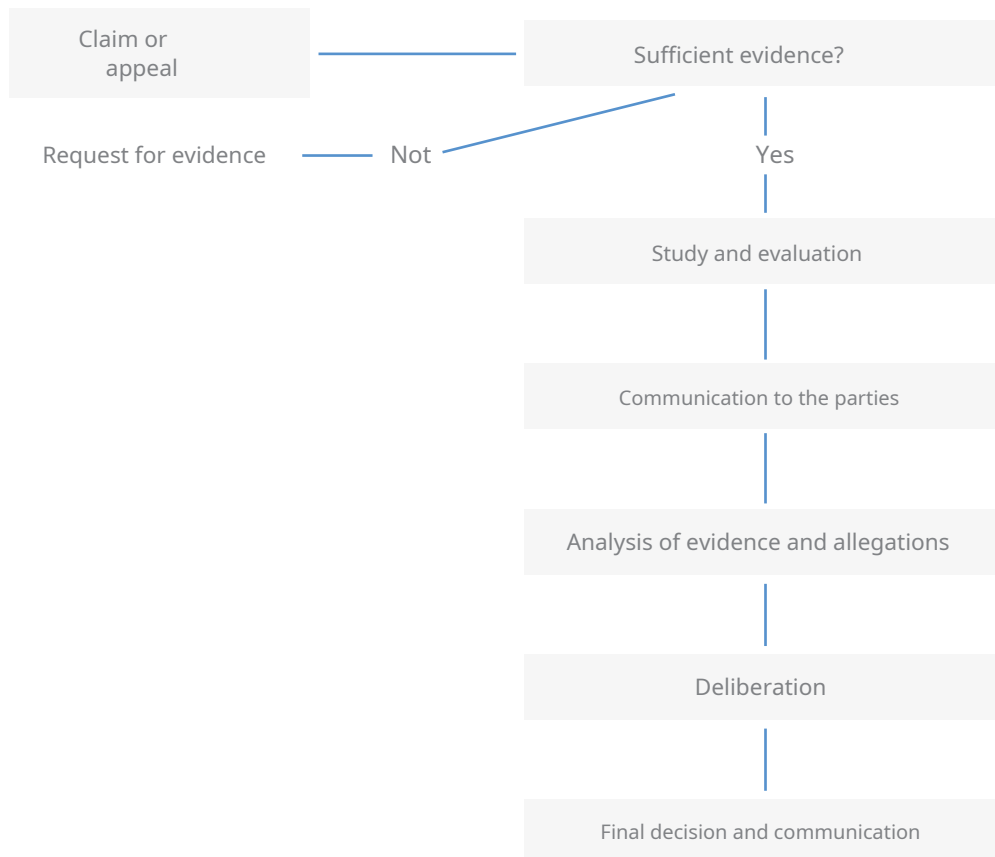


# COMPLAINTS / COMPLAINTS AND APPEALS

## Flowchart



## Description

- **Claim / Complaint:** Expression of dissatisfaction, other than an appeal, presented by an individual or organization to a certification body, related to the activities of said body or certified person, for which a response is expected.
- **Appeal:** Request submitted by an applicant, candidate or certified person, to reconsider any decision made by the certification body with their desired certification status.

## Complaints / Claims and Appeals Procedure

The process for the treatment and resolution of complaints, claims and appeals will be in accordance with the UNE-EN ISO / IEC 17024 standard.

### Complaints or Claims

The procedure for managing complaints or claims about the Scheme must follow, at least, the following procedures:

- a) Study and evaluation of the complaint or claim, and, where appropriate, request for evidence.
- b) Communication to the interested parties and / or affected by each claim or complaint process about the situation revealed, contemplating a maximum period of 30 days for the presentation of allegations.
- c) Analysis and evaluation of the evidence provided and the allegations presented by the interested parties.
- d) Deliberation and final decision-making in this regard.
- e) Communication of the resolution to the parties.

For the proper development of this procedure, the certified person is obliged to:

- a) Cooperate fully with any open formal investigation to resolve specific claims and / or complaints.
- b) Maintain a record of all claims filed against him, for the activity carried out within the scope of validity of the certification and allow the Certification Entity access to these records. For this purpose, within ten days from receipt of the claim, you must send a written communication and a copy of the claim to the Certification Entity.
- c) Provide clients with a form to fill out in case of any complaint related to the services provided, which will be sent to both the certified person and Organization affected by the complaint, as well as to the Certification Entity.

If the complaint or claim gives rise to the opening of an investigation activity on a certified person, whose resolution could imply the temporary suspension or the withdrawal or loss of the certification obtained, the provided in the section 8. *Criteria for Suspension or Withdrawal of Certification*.

For constancy and control, it will be presented through the document OID1.3.6.1.4.1.18332.105.38, addressed to the email address [rtsc@anf.es](mailto:rtsc@anf.es) or, where appropriate, through a web form.

### Appeals

They will be dealt with by the Committee of Experts and Imparcity of the Certifying Entity, an independent body created to safeguard the impartiality of the actions of ANF AC in matters of certification, and to which the functions of adjudicating on appeal have been attached.

The same procedure established in the previous section on complaints / claims will be followed.

For proof and control, it will be presented through the document OID: 1.3.6.1.4.1.18332.105.31, addressed to the email address [rtsc@anf.es](mailto:rtsc@anf.es) or, where appropriate, through a web form.

Likewise, interested parties may contact the ANF Certification Authority, ANF AC, to the e-mail address for the purposes of expanding or clarifying information on the complaint / complaint or appeal procedures. [rtsc@anf.es](mailto:rtsc@anf.es), by phone call to 902 902 172, by post or in person at our offices in Gran Vía de les Corts Catalanes, 996 4ª planta, 08018 Barcelona.