DAS - CERTIFICATION Ltd.
Kalman Imre utca 1 - 1054 Budapest, Hungary
VAT number HU29252134.

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Complaints and appeals

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Written by:	Verified by:	Approved by:
Herminius Petronius	Technical Committee	Sole Director
Rev. 0	21/11/2023	21/11/2023
Rev.01	06/05/2024	06/05/2024
Rev.2	27/05/2024	27/05/2024

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1. Purpose of the document

The purpose of this procedure is to define the rules and responsibilities for handling complaints and appeals filed by customers against DAS Certification. Kft . The procedure applies whenever a complaint or appeal is submitted to DAS Certification Kft .

2. Standard and reference clauses

This procedure refers to the following clauses:

Standard	Activity	Clause
ISO/IEC 17021-1:2015 Standard	**Appeals**	**9.7**
ISO/IEC 17021-1:2015 Standard	**Complaints**	**9.8**

3. General criteria

The customer and/or interested party may submit a complaint or appeal to DAS- Certification Kft . Complaints can be received during the certification process or later, i.e. after the service has been provided.

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4. Appeal

The appeal is a request formalized by the client organization and addressed to the OdC against a provision of suspension, reduction of scope or revocation of certification. The OdC is responsible for collecting and verifying all information necessary to validate the appeal itself.

The appeal must be formalized in writing, adequately motivated, with any supporting documentation attached and must have as its object a provision of the deliberative body; the decision on the appeal is the responsibility of the Technical Committee.

In the event that a member of the Technical Committee is involved in the verification/decision-making process, the decision is up to the remaining figures of the Committee itself, who may avail themselves, where necessary, of the support of competent personnel.

The decision must be made within a reasonable time and in any case no later than 90 days from the filing of the appeal. Minutes of communications during the appeal are kept electronically and/or on paper in the client's file.

In case the appellant does not accept the decision, it will be possible to recall the contractual conditions and the methods of dispute resolution.

The Impartiality Committee will periodically review the handling of appeals to ensure that no discriminatory actions have been taken. Further information regarding the appeals procedure is provided in the certification regulation which is also available on the DAS Certification website Kft along with this procedure.

5. *Complaints*

Towards the CB.
The complaint consists in the formalization of a dispute by the client organization regarding the ineffective management of a process or the failure to comply with a contractual requirement.

The Body must handle the complaint within a reasonable time and in any case no later than 90 days from its receipt; the Technical Committee is the competent body to investigate the merits of the complaint and if one or more members of the Technical Committee are involved in the subject of the complaint, they cannot be consulted and take final decisions on the matter.

The complaint is treated as a non-conformity, therefore it requires immediate treatment, without discrimination, and an analysis of the causes, in order to define any appropriate corrective and preventive actions. The official response must be formalized in writing and sent to the organization that submitted the complaint. Further information regarding the appeal procedure is provided in the certification regulation which is also present on the DAS Certification website Kft together with this procedure.

Towards a CB certified customer
Filing a complaint against a certified organization involves the following activities:

a) Entrust the complaint management to an on-staff Lead Auditor
b) Preliminary analysis of the complaint with documentary analysis of audit reports if deemed useful, involvement of the certified organization and, if necessary, planning of an extraordinary audit.
c) Formal response to the complainant.

During the surveillance audit, excluding the case of an extraordinary audit, the complaint will be examined in depth.

6. Glossary

Nobody