



## **POL03 POLICY OF COMPLAINTS RESOLVING**

1. Each client of 3EC International a. s. (Hereinafter "COMS") or any other person (organization or individual) may oppose or complain against practices or activities of COMS or against the clients certified by COMS. A complaint shall be submitted in written form as registered mail, while the complainant must indicate his/her identification data, factual justification of the complaint and necessary objective evidence for complainant's claims. COMS will confirm reception of the complaint to the complainant in written form as registered mail. COMS does not accept electronic form of the complaint, does not take into account communication made by electronic means or fax and such a form is not recorded in COMS register, unless the complainant and COMS have agreed by written form differently. COMS provides to the complainant reports about the complaint resolution, if required from the side of complainant.
2. The Head of COMS after the reception of a complaint considers, whether the complaint relates to certification activities of COMS, for which COMS is responsible. If so, then this fact is confirmed to complainant, otherwise the complainant is informed that COMS is not responsible for certification activities included in the complaint. In case the complaint is related to activities for which is COMS responsible, then the Head of COMS designates a member of the related Certification Board or the Quality Manager – Management Representative (hereinafter "Responsible person") to perform an investigation of the complaint. The investigation of the complaint cannot be conducted by such a Responsible person who was previously engaged in the subject of a complaint. COMS hereby proclaims that submission, review and decision on complaints shall not in any way be discriminatory against the complaining party.
3. The deadline for complaint resolution is 30 days from the date of its reception. In justified cases the Head of COMS can extend this period to 60 days.
4. If the complaint is related to a certified client, then its resolution takes into consideration the effectivity of certified management system. Responsible person designated for resolution of this complaint informs the concerned certified client about the received complaint and requests the client for the statement within the period of set deadline.
  - 4a. In case the concerned certified client does not react on the complaint within the set time period and/or does not provide a resolution of the complaint, the COMS is authorized to perform a short-notice audit (unannounced audit ) (with the aim to review the procedure of the certified client, which is a subject of the complaint) at the place of the concerned client. This short-notice (unannounced ) audit is performed at the client's expense. Another option of COMS is to review the procedure of the certified client related to the complaint during the next surveillance audit (If planned within the deadline for the complaint resolution).
  - 4b. On the basis of gained information, data, records, evidence or if the client does not accept required actions necessary for the complaint resolution in the set deadline, and COMS decides that the complaint is valid, COMS can decide on suspension of certification, its cancellation or scope reduction.
5. The Decision on the complaint will not be issued, reviewed or approved by person who was involved in certification activities concerning the subject of a complaint. In case that the complaint is made by the client of COMS, the Decision on the complaint will not be issued, reviewed nor approved by person who in the last 2 years, since the day of complaint reception, provided consultations for the concerned client (complainant) or by a person who was an employee of the concerned client (complainant) in the last 2 years since the day of complaint reception. COMS informs the complainant about the result and the completion of the process of complaint resolving in written form as registered mail. In case of justified complaint, COMS provides the realization of appropriate corrective actions.
6. The whole process of complaint resolving is confidential. COMS decides together with the client and complainant, whether the subject and the resolution of the complaint is published and if so, to what extent.
7. In general, the complaint must be brought in the first instance to COMS. In case that the complaint will not be accepted by COMS in the first instance, the complainant has the right to contact an appropriate accreditation authority (SNAS) in written form as registered mail. At the same time, the complainant is obliged to send a copy of such a submission to COMS.
8. COMS constantly monitors and records received complaints as well as activities carried out for their resolution.

3EC International a. s., Hranicna 18, 821 05 Bratislava,  
Tel/Fax: 00421 (0)2 5831 8343 / -45 [www.3ec.sk](http://www.3ec.sk)

Elaborated by: M. Tomin, Z. Maslikova, E. Korpas  
Reviewed/Approved by: K. Tomin Srdossova