

POL04 POLICY OF APPEAL RESOLVING (hereinafter “Procedure”)

1. Each client of 3EC International a. s. (hereinafter “COMS”) can oppose (bring an appeal) against the COMS decision taken in certification process. Decision taken by COMS in certification process in this context is referred to:

- decision on certification suspension
- decision on certification withdrawal
- decision on certification scope reduction
- decision on certification withhold.

(hereinafter “Decision”)

2. An appeal against the Decision of COMS must be delivered by client (appellant) to COMS at latest 15 calendar days after the appellant receives the Decision which is the subject of an appeal. The appeal does not have a suspensive effect on the decision of COMS towards which the client (appellant) brings an appeal. The appeal with proper factual justification must be brought by client (appellant) in written form as registered mail and at the same time must provide within the period according to this point necessary objective evidence for its claims. The client (appellant) has the opportunity to formally present his/her case to COMS. COMS will confirm the acceptance of the appeal to the client (appellant) in written form as registered mail.

3. Submission, investigation and decision on the appeals according to this Procedure does not result or will not result in any discriminatory actions against the appellant from the side of COMS.

4. Head of COMS will assess whether the appeal relates to certification activities for which COMS is responsible. If so, then this fact is confirmed to the client (appellant), otherwise the client (appellant) is informed that COMS is not responsible for the certification activities included in the appeal.

5. If the appeal relates to the activities for which COMS is responsible, then Head of COMS will designate member of the related Certification board or Quality Manager to process the appeal (hereinafter “Responsible person”). Responsible person is management representative, who is independent, was not involved in certification activities that preceded the issuance of the Decision and/or did not issue the Decision (was not involved in the process of decision making/decision issue). Responsible person will independently review the appeal, examine all documents related to the whole certification process, evaluate the information, in order to objectify all evidences related to the Decision. Responsible person in decision-making related to the appeal shall take into account previous COMS Decisions about appeals in objectively similar cases.

6. Following paragraph 5 above, COMS will decide on confirmation of the Decision of COMS, which is a subject to the appeal or COMS will decide on the need to take follow-up steps, correction or corrective actions from the side of COMS, needed for appeal resolving. The Decision on the appeal shall not be issued, reviewed or approved by person who was involved in certification activities concerning the subject of an appeal, or by a person who in the last 2 years, since the day of appeal receive, provided consultations for the concerned client (appellant) or by a person who was an employee of the concerned client (appellant) in the last 2 years since the day of appeal receive.

7. COMS will notice the result of the appeal procedure to the client (appellant) in written form as registered mail no later than 30 days from the receive of the appeal. In justified cases the Head of COMS can extend this period to 60 days. COMS will provide to the client (appellant) at his/her request report on the progress and on the result of the appeal resolution.

8. In general, the appeal must be brought in the first instance to COMS. In case that the appeal will not be wholly accepted (granted) by COMS in the first instance, the client (appellant) has the right to contact an appropriate accreditation authority (SNAS) in written form as registered mail. At the same time, the appellant is obliged to send a copy of such an appeal to COMS.

9. In case there arise any costs, damages or other related expenses to COMS in line with the confirmation of COMS Decision from the side of accreditation authority, the client (appellant) is obliged to settle these costs to COMS in its full amount.

10. COMS constantly monitors and records received appeals as well as activities carried out for their resolution.