

## 1. PURPOSE

The purpose of this procedure is to create a method for evaluating, reviewing and finalizing customer requests, complaints and appeal to KingCert.

## 2. SCOPE

This procedure covers the assessment of all requests, complaint (See. ISO/IEC 17021-1 / 9.8) and appeals (See. ISO/IEC 17021-1 / 9.7) from customers or other persons.

## 3. RESPONSIBILITY

**3.1.** The *System Development Manager* is responsible for receiving all requests and complaints from customers.

**3.2.** The Certification Manager is responsible for the assessment of complaints.

**3.3.** The General Manager is responsible for finalizing of the complaints.

**3.4.** The Appeal and Complaint Committee is responsible for evaluating and finalizing the appeals.

## 4. DEFINITIONS

**4.1. Complaint:** Any person or organization has verbal or written negative complaints regarding the performance, procedures, policies, all employees serving on its behalf of KingCert's certification activities, or any matter related to the certificate scope activities of a certified company. KingCert is responsible for all of the decisions at all levels of the process of handling complaints.

**4.2. Appeal:** A firm that has been certified by KingCert or who is involved in the certification process has applied against decisions made by KingCert on issues of interest. Certified firm(s) may be notify appeals related to the KingCert directly to the Appeal Committee. KingCert is responsible for collecting and verifying all information required to validate the appeal.

## 5. IMPLEMENTATION

**5.1.** The applicants who have reached KingCert and are covered by the complaint or appeal described in Articles 4.1 and 4.2 shall be taken by the *System Development Manager* for the purpose of being directed to the next activities. For this, FR.28. Request, Complaint and Appeal Form is used. If the applicants have been made verbally, the relevant form is filled in and recorded by the *System Development Manager*. As a result of the customer satisfaction survey applied during the certification period, the *System Development Manager* will record assessments with two (2) points and lower in this form.

**5.2.** In case of a complaint, the *System Development Manager* will forward the notified form to the Certification Manager. The procedures to be performed by the Certification Manager within one (1) week at the latest are specified on the form, and the Corrective Activity is initiated when necessary.

**5.3.** As required in clause 9.8.9 of ISO/IEC 17021-1:2015 standard; the decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint. This is why the responsible person(s) related to the complaint cannot be assigned in the complaint resolving stage.

**5.4.** Information regarding the start of the Corrective activity by the *System Development Manager* and the planned schedule to be completed shall be communicated in writing to the relevant party within one (1) week from the date of receipt of the complaint.

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Preparer

*System Development Manager*

Approver

*CEO*

5.5. Corrective Activities shall be concluded within two (2) months at the latest from the complaint date and presented to the General Manager. The General Manager shall inform the interested parties in writing of the work done and the results. If no reply is received from the related party within one month after the notification is made, it is verified by the *System Development Manager* that the result is satisfactory or not.

5.6. If the result of Corrective activity is accepted by the company, the complaint is closed.

5.7. As required in clause 9.7.2 of ISO/IEC 17021-1:2015; KingCert is responsible for all decision at all levels of the appeals-handling process. That is why KingCert ensures that the persons engaged in the appeals-handling process are different from those who carried out the audit and made the certification decision in period of assigning Appeals and Complaint. In this framework members of Appeals and Complaint Committee cannot be from Certification Committee members or one of the Audit Personnel.

5.8. As required in clause 9.7.3 of ISO/IEC 17021-1:2015; submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant. This is taken into account by the Appeal and Complaint Committee for the decisions to be taken.

5.9. If the appeal or the result of the complaints are not accepted by the company and the complaint has been turned into an appeal, the matter will be moved to the agenda of the appeal committee. Or the certification organization may apply directly to the Appeal and Complaint Committee. The date on which it will be discussed shall be communicated in writing to the party concerned and the names and resumes of the members of the Appeal and Complaint Committee, and they shall have the right to express their opinion and shall be able to attend the meeting if they so request. A substitute member of the Appeal and Complaint Committee shall be included in the committee if the interested party does not give one of the members of the Appeal and Complaint Committee a justifiable reason to give consent. The Resumes of the Appeal and Complaint Committee members are reconfirmed.

5.10. The Appeal and Complaint Committee receives and analyzes all information and documents required for the appeal. Will Visit applicant if necessary. The Appeal and Complaint Committee shall make a final decision within fifteen (15) days at the latest after the appeal is made. This decision is recorded in the relevant division and meeting reports in FR.28. Request, Complaint and Appeal Form. The acceptance of the appeals, the investigation and the decision do not lead to a discriminatory practice against the appeal.

5.11. The decision taken by the Appeal and Complaint Committee shall be notify in writing by the General Manager to the related party.

5.12. If there is no compromise between the parties regarding all the decisions taken by the Appeal and Complaint Committee, the last solution place is the *Republic of Bulgaria Sofia* Courts.

### 5.13. **Complaints Regarding Certified Organizations:**

KingCert receives Customer complaints arising from non-conformities in the quality system of the accredited organization shall be notified in writing to the relevant organization and requested for information on the arrangements made/will make by the complainant about the organization. The information received is assessed by the Certification Manager, based on the merit of the complaint, the short-term audit can be carried out according to the **PR.05. Audits Procedure**, or the records of customer complaints are checked regularly or not during the audit. The Assessment results are reported to the company.

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**5.14.** When a complaint is received, KingCert requires that the certificated client organization determine the cause of the complaint, including any pre-determined (or predisposed) factors within its management system, and report it where appropriate.

KingCert has stated that these remedial/corrective actions undertaken to ensure the conduct of investigations to improve the remedial/corrective activities of the client organization include the following measures: Based on the merits of the complaint, during the short-term audit of the company or during the audit of the company at the time of normal audit.

- a) If legal regulations are required, notification to appropriate authorities,
- b) Regain of Conformity,
- c) Repeat prevention,
- d) The assessment and elimination of all badly effective security incidents and their effects,
- e) Ensuring adequate interaction with other components of the management system,
- f) Assessment of the effectiveness of the remedial / corrective measures implemented.

**5.15.** All complaints and appeals to KingCert are strictly confidential and will not be disclosed to third parties under any circumstances.

**5.16.** If it is deemed necessary, it is only allowed to be seen by the establishment that accredited KingCert. When it comes to providing information to legal authorities, the relevant customer is always notified. If the issue of complaint and its solution is disclosed or not disclosed to the public, it will be determined together with the customer and the complainant who will be explained.

**5.17.** After complaints and appeals are closed, they will be processed by the *System Development Manager* on the **LS.05. Request, Complaint and Appeal List**.

**5.18.** All information, documents and results related to Complaints and Objections and requests are revision at the Management Review Meeting.

**5.19.** All documents and records specified in this procedure are preserved as a quality record according to the relevant procedure.

## 6. RELATED DOCUMENTS

- PR.05. Audits Procedure
- FR.28. Request, Complaint and Appeal Form
- LS.05. Request, Complaint and Appeal List.

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**Preparer**

*System Development Manager*

**Approver**

*CEO*