



PROCEDURE 007: COMPLAINTS AND APPEALS

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SUBJECT:

The purpose of this procedure is to describe the process for managing complaints and appeals related to Aliénor Certification's certification activities.

UPSTREAM REFERENCE DOCUMENT :

Quality Manual: MAQ

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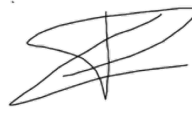


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Index	Nature of evolution	Writing	Approval
A	Creation	Name: M Gaschard Date: 27/07/2017	Name: A Adalbert Date: 27/07/2017
B	Added recording support	Name: M Gaschard Date: 22/10/2018	Name: A Adalbert Date: 22/10/2018
C	Standardization of documents + call processing	Name: M Gaschard Date: 18/12/2019	Name: A Adalbert Date: 18/12/2019
D	Updating Application Documents	Name: M Gaschard Date: 09/11/2020	Name: A Adalbert Date: 09/11/2020
E	Added response times for complaints and appeals	Name: C.HAMMAMI Date: 19/02/2024	Name: A Adalbert Date: 19/02/2024
F	Clarification of the procedures for the constitution of the appeal committee and the powers required for decision-making	Name: C.HAMMAMI Date: 05/06/2024	Name: A Adalbert Date: 05/06/2024
G	Simplification and harmonization of processing; participatory instruction; independent review and approval	Name: C.HAMMAMI Date: 16/09/2026 Visa : CH  Responsible Quality or Performance Controller Quality Manager and Compliance Manager Chaima HAMMAMI 2026.09.16 15:44:57 +02'00'	Name: P.CUILLERIER Date: 16/09/2026 Visa: PC 



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1. General

All Aliénor Certification staff is required to record complaints and appeals received from any legal or natural person, without any discrimination, and to report them on the medium provided for this purpose.

Staff who have provided consultancy or worked for a client should not be responsible for reviewing or approving the decision to resolve a complaint or appeal for that same client within two years of the termination of the consultancy or employment.

The person(s) involved in the certification activities to which the complaint or appeal relates and having the necessary skills may participate in the collection of information, the analysis of the file and the decision-making, provided that the decision is reviewed and approved, before its communication, by a competent and authorised person who has not been involved in these activities.

2. Terminology

Deviation: non-compliance with a specific threshold

Complaint : an expression of dissatisfaction, other than an appeal, made by a legal or natural person to a conformity assessment body or an accreditation body relating to the activities of that body, to which a response is awaited

Appeal: a request by the supplier of the conformity assessment object to the conformity assessment body or accreditation body to reconsider a decision already taken in relation to the conformity assessment body or accreditation body

Complainant: legal or natural person who has filed a complaint

Appellant: a legal or natural person who has filed an appeal

3. Procedure

3.1. Reception and check-inappeals

Complaints and appeals may be received orally, in particular by telephone, or in writing, in particular by email or post. Upon receipt, the complaint or appeal is recorded in the SUP/QUA-

SUP/QUA-001-A



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033 "Complaint and Appeal Census". Aliénor Certification acknowledges receipt in writing within a maximum of 10 calendar days.

The certification holder has fifteen calendar days from the notification of the contested decision to appeal.

3.2. Admissibility examination

Upon receipt, Aliénor Certification verifies whether the complaint or appeal relates to certification activities for which it is responsible. If so, the application is processed. If not, the complainant or appellant is informed in writing of the inadmissibility and the reason for it.

Admissibility relates to the link between the application and Aliénor Certification's certification activities and is in no way linked to the legitimacy of the reasoning.

The complainant or appellant is informed of the admissibility of his or her request and the estimated processing time.

3.3. Instruction and verification of information

Complaints and appeals are handled through a common process, subject to the specific notification requirements of each one.

Aliénor Certification is responsible for collecting and verifying, as far as possible, the information necessary for the investigation of the complaint or appeal and for the decision-making process. The analysis may be carried out with the assistance of one or more competent persons of Aliénor Certification (business manager, quality manager, etc.), including persons involved in the certification activities to which the complaint or appeal relates.

3.4. Independent decision, review and approval

Before any communication is made to the complainant or appellant, the proposed decision is taken by a certification manager. If the certification manager was involved in the certification activities to which the complaint or appeal relates or in the initial contested decision, in the case of an appeal, a review and approval of this decision is carried out by another certification manager or by the president of Aliénor Certification.

3.5. Notification and Closure

After the decision has been taken or, if necessary, after review and approval, Aliénor Certification formally notifies the complainant or appellant in writing of the reasoned decision



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and the closure of the process. For a complaint, this notification is sent whenever possible. For an appeal, formal notification of the outcome and closure is mandatory.

The notified decision closes the internal process for handling the appeal.

4. Evaluation and monitoring

When the complaint (complaint or appeal) is resolved, it is recorded in SUP/QUA-032 "Handling of Complaints and Appeals" and SUP/QUA-033 "Census, Complaints and Appeals".

If the claim requires further actions following procedure PRO-008 "Curative, Corrective and Preventive Actions", they will be recorded in the SUP/QUA-052 "Corrective and Preventive Actions Management Table".

An analysis of the existing complaints and appeals registered in the SUP/QUA-033 is carried out periodically by the quality department during the management review.

All the complaints recorded are evaluated, which makes it possible to monitor their progress.

5. Application Documents:

- SUP/QUA-021: "Deviation Sheet"
- SUP/QUA-032 "Complaint and Appeal Handling"
- SUP/QUA-033 "Census, Complaints and Appeals"
- SUP/QUA-052 "Corrective and Preventive Action Management Table"
- PRO-008 "Curative, Corrective and Preventive Actions"