



Deutsche Zertifizierung
in Bildung und Wirtschaft GmbH

Hochschulring 2

15745 Wildau near Berlin/ Germany

Extrakt from the Examination Regulations

WP04 - D001: Certification of Management Systems

§ 26 „Complaints and objections“

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§ 26 Complaints and objections

- 1) Appeals against a certification decision as well as complaints are legitimate. They do not entail any discrimination against the opponent.
- 2) The appellant must lodge the appeal in writing to the certification body within 4 weeks of the certification decision being received. Written complaints can be submitted at any time to the certification body.
- 3) Complaints are divided into complaints relating to the certification activities and in complaints concerning a certified customer / a certified product.
- 4) For complaints concerning a certified customer / a certified product, the certification body must take into account the effectiveness of the certified management system / the degree of product conformity during its examination. The affected customer will be informed in writing within one week of receipt of the complaint about this and the further procedure.
- 5) The receipt of objections and complaints shall be confirmed in writing to the appellant.
- 6) The Board of Appeal is responsible for the examination and decision-making of complaints and appeals. Depending on the severity of the processing of a complaint or appeal, the Board of Appeal consists of different members. It shall be convened and also dissolved by the CEO.
- 7) The Board of Appeal consists, at least, of the technical management of the certification body and its authorized representatives. The technical management is responsible for the decision on the appeal or the complaint. If the technical management is not able to reach a decision, the CEO shall be involved. The CEO thoroughly examines the facts and, if necessary, invites the complainant to a meeting. In this case, the CEO shall make the decision. In the case of serious complaints and appeals, the DeuZert lawyer will be involved in the Board of Appeal. In this case, the chairman of the Board of Appeal is the lawyer. The persons participating in the certification procedure and the complainant may be invited to the meeting of the Board of Appeal.
- 8) The decision-making of the Board of Appeal is not public.

- 9) The decision of the Board of Appeal is based on the principles of the present audit documents and possibly interviewing the people involved.
- 10) Against the decision of the Board of Appeal the arbitration of the accreditation body is given. The ordinary legal process remains unaffected.
- 11) Complaints procedures and objections procedures as well as their results are documented.
- 12) A progress report and the result shall be notified in writing to the complainant or to the appellant.