

## **The Complaints and Appeal Procedure of Noordbeek Certification B.V.**

Noordbeek Certification B.V. (hereinafter: Noordbeek Certification) has set up the procedure described in this document for receiving and handling a complaint or a request for appeal.

### **1. A complaint or appeal**

A person or organization can appeal if it wishes to request Noordbeek Certification to reconsider a decision taken by Noordbeek Certification with regard to a conformity assessment. This may relate to:

- ◆ Certification (of the client following an initial audit);
- ◆ Renewal (of the certificate following a recertification audit);
- ◆ Refusal (from certification);
- ◆ Approval of scope (following a request from a certified customer to expand or reduce the scope of certification);
- ◆ Withdrawal (of a certificate);
- ◆ Suspension (of a certificate);
- ◆ Recovery (of a certificate after suspension).

A person or organization can submit a complaint as an expression of dissatisfaction, other than an appeal, to Noordbeek Certification with regard to the activities of Noordbeek Certification or its employees, to which a response is expected.

### **2. Submit a complaint or request for appeal**

To submit the complaint or request for appeal, the Complaint + Appeal Form can be completed on the website, which is sent to the Office & Compliance Manager of Noordbeek Certification.

A copy of this form will be sent to the complainant or petitioner at the email address indicated. A confirmation of receipt will also be sent within 5 working days.

Complaints can also be received through channels other than the Complaint + Appeal Form on the website. The complainant can address an employee of Noordbeek Certification during the execution of an assignment or can contact Noordbeek Certification directly. The Noordbeek Certification employee who receives the complaint fills in the Complaint + Appeal Form on the basis of the information obtained.

### **3. The acceptance of a complaint**

The complaint is classified by the Office & Compliance Manager of Noordbeek Certification or the director as an informal complaint or as an official complaint, depending on the seriousness of the situation.

In the event of an informal complaint, an attempt is made to reach an informal agreement with the complainant, after which the complaint is handled. If this fails, the complaint will be handled as an official complaint.

#### **4. The acceptance of a request for appeal**

A request for appeal is always treated as an official appeal. The Certification Committee of Noordbeek Certification will be informed about this.

Noordbeek Certification will validate and confirm the appeal and provide the applicant with updates during the process. When the appeal has come to an end, the applicant will be informed of this.

#### **5. File for an official complaint or request for appeal**

In the event of an official complaint or request for appeal, the Office & Compliance Manager of Noordbeek Certification builds up a complaint file or appeal file, in which all relevant information is kept. A solution is proposed on the basis of this file. The procedure is completed if the complainant or petitioner agrees with the proposed solution.

All communication with the complainant or petitioner is recorded in the complaint file or appeal file. The information collected during the complaint procedure or appeal procedure will be treated as confidential and will only be used for settlement or for any legal procedure.

#### **6. Dealing with a complaint or request for appeal**

The objective of the complaints and appeals procedure is to find a solution that is acceptable to both parties.

A case handler is assigned by the director. The case handler determines the cause of the complaint or of the request for appeal and looks for a possible solution. The solution is proposed to the complainant or petitioner, who can agree or reject it.

If the complainant or petitioner agrees with a solution that relates to improving the processes and procedures, the solution will be structurally implemented and will also be included in the Noordbeek Certification Manuals Personnel and Quality. Subsequently, the workability of the new processes and procedures is tested. The complaint is resolved when the new processes and procedures are in place. The complaint file will then be closed.

If the complainant or petitioner does not agree with the proposed solution or if the chosen solution proves to be unworkable, the complaint will be escalated to the director. The director may decide to propose a different solution or to engage an independent third party to give a binding opinion.

#### **7. Maximum period for settlement**

If the settlement is still ongoing after three months, a decision must be made. It is up to the director to consider a legal remedy, to settle, to dismiss the complaint or appeal, or to hold the complainant or petitioner in favor.

## 8. Provision of information and retention period

All information about the handling of an official complaint or a request for appeal will be included in the complaint file or appeal file, which will be treated as confidential and will be kept for at least 10 years.

Any justified complaint or request for appeal received about a certified customer will be communicated to that specific customer within an appropriate time.

Where possible, the complainant or petitioner will be kept informed of the progress of the settlement.

If someone wants insight into the complaints and appeal procedure, this can be requested from the Office & Compliance Manager.

## 9. Independent third party

If a dispute between Noordbeek Certification and a complainant does not lead to a solution, Noordbeek Certification can engage an independent third party. This is Mr. J.C. Boer RE RA CISM, and can be reached via [han@hanboer.nl](mailto:han@hanboer.nl).

### ***Contact***

If you have additional questions, please contact:

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