

PROCEDURE TITLE:	OBJECTIONS/COMPLAINTS
CODE/EDITION: P 05/3	PUBLICATION DATE: 10/07/2024

1. SUBJECT MATTER AND SCOPE

The purpose of this Procedure is to describe how to address objections and complaints raised by all interested parties.

2. RELATED DOCUMENTS AND DATA

Quality Management Manual

Complaints/Objections Bulletin

F 19

3. RESPONSIBILITY

The Administration

The Quality Assurance Manager (QAM)

4. PROCEDURE

This Procedure is available and publicly accessible without the requirement of a relevant request to all interested parties through the website www.icert.gr

4.1.1 Objections and complaints can be submitted by all interested parties (applicants, candidates, certified) and involved in a certification scheme. They are delivered to the Secretariat either in writing or via email. In any case, the Secretariat ensures that as much information as possible is collected from the complainant/objection applicant.

4.1.2 The Secretariat receives or records all complaints/objections in the Report of Complaints/Objections and delivers it to the QAM.

4.1.3 Depending on the nature of the objection/complaint, the QAM examines the matter, and possibly with the help of one or more members or partners of iCert, suitable to help and not involved in the certification process of the interested party, ensuring impartiality. In any case, the impartiality of the persons involved in the examination of the matter is not in doubt. These persons have no interest in the final decision, otherwise they are excluded from it and the QAM may cooperate with any member of the PCB (Personnel Certification Body), except for the staff who participated in the decision-making for which there is a complaint / objection. The PCB informs the respective Supervisory Committee as well as the Impartiality Committee regarding any complaints. However, on a case-by-case basis and depending on the seriousness of the matter, the QAM may inform the Impartiality Committee earlier.

4.1.4 In case it is deemed that the complaint/objection is obviously groundless, it is rejected and the interested party is informed immediately, with a documented answer. The PCB may cooperate with any member of the PCB, except the staff who participated in the decision for which there is a complaint/objection. The members of the Committee are appointed by the

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Administration of the PCB, with criteria of its adequacy and independence in relation to the issue.

4.1.5 Upon completion of the complaint/objection management process, the interested party is informed immediately in writing or by e-mail by the PCB.

4.1.6 If the complaint/objection is deemed to require corrective or preventive action, procedure **P 09** Corrective/Preventive Action shall apply.

4.1.7 The PCB policy is that all complaints/objections need to be answered within one month of receiving them.

4.1.8 The PCB monitors the effectiveness of the corrective action so that further action can be taken if necessary.

5. RECORDS

Records of Complaints/Objections (**F 19**) are kept by the PCB for 10 years.

6. MODIFICATIONS

EDITION	PUBLICATION DATE	MODIFICATION DESCRIPTION (CHANGE)
2	16/05/2022	4.1.3, 4.1.4, 4.1.5, 4.1.7
3	10/07/2024	4.1.3

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