

PROCEDURE TITLE:	OBJECTIONS, COMPLAINTS AND APPEALS
CODE/EDITION: P 05/4.1	PUBLICATION DATE: 14/11/2025

1. SUBJECT MATTER AND SCOPE

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

1.1. An objection refers to cases where an interested party expresses doubts or disagrees with the validity, accuracy, or fairness of a decision or procedure applied during the certification process.

1.2. A complaint is an expression of dissatisfaction by an interested party concerning the quality of a service, the behavior of involved parties, or the general operation of the Certification Body. It is a request, distinct from an appeal, submitted by an interested party to the Certification Body, aiming at the assessment of compliance and the implementation of corrective actions related to the activities of the Certification Body or its stakeholders.

1.3. An appeal is submitted when an interested party disagrees with a specific decision of the Certification Body, such as failure in an exam or non-issuance of a certificate. It is a request from an applicant, candidate, or certified individual for review or amendment of a decision made by the Certification Body concerning their certification status.

2. RELATED DOCUMENTS AND DATA

Quality Management Manual

Objections, Complaints and Appeals Bulletin

F 05.01

3. RESPONSIBILITY

The Administration

The Quality Assurance Manager (QAM)

Supervisory Committees

Impartiality Committee

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, complaints and appeals can be submitted by all interested parties (applicants, candidates, certified) and involved in a certification scheme. These may relate to the certification process and refer to exam conduct, evaluation criteria, policies, and

Authorship	Audit	Approval	Page:1 of 3
QAM	QAM	Legal Representative	

PROCEDURE TITLE:	OBJECTIONS, COMPLAINTS AND APPEALS
CODE/EDITION: P 05/4.1	PUBLICATION DATE: 14/11/2025

procedures for issuing and granting certificates. They are delivered to the Secretariat either in writing or via email and must be named. However, any interested party wishing to use this procedure also has the right to do so verbally. In any case, the Secretariat ensures that as much information as possible is collected possible from the interested party submitting the objection, complaint, or appeal.

4.1.2 The Secretariat receives or records all related cases (objections, complaints, and appeals) in the Objections, Complaints and Appeals Bulletin and forwards it to the QAM.

4.1.3 Depending on the nature of the objection, complaint or appeal, 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 (Certification Body of Persons), except for the staff who participated in the decision-making for which there is an objection, complaint or appeal. When needed, the PCB informs the respective Supervisory Committee as well as the Impartiality Committee regarding any objections, complaints or appeals. However, on a case-by-case basis and depending on the seriousness of the matter, the QAM may inform the Impartiality Committee earlier. In the case of an appeal, the Supervisory Committee initially examines the issue and makes a relevant decision. The interested party is informed of each decision in all cases (objection, complaint, appeal) by the Managing Director of the PCB.

4.1.4 In case it is deemed that the objection, complaint or appeal is obviously groundless, it is rejected and the interested party is informed immediately, with a documented answer. If, for example, the complaint was submitted verbally and named without additional contact details, and the CBP's response is also verbal, the CBP must record the incident for documentation of its handling.

To ensure the issue is 'closed' with documentation, the CBP must maintain a record with:

- Details of the complainant (if available)
- Content of the complaint as expressed
- The procedure followed to examine the complaint
- Justification of the response (e.g., if deemed unfounded, how this was justified)
- Method of communicating the response (e.g., verbally and by whom)

Authorship	Audit	Approval	Page:2 of 3
QAM	QAM	Legal Representative	

PROCEDURE TITLE:	OBJECTIONS, COMPLAINTS AND APPEALS
CODE/EDITION: P 05/4.1	PUBLICATION DATE: 14/11/2025

Even if no written response can be given due to lack of contact details, internal documentation in the PCB's system ensures that the complaint was handled with transparency and responsibility.

The above procedure also applies in cases of objections and appeals.

4.1.5 In all other cases, upon completion of the objection, complaint, or appeal handling process, the interested party is promptly informed in writing by the Managing Director of the result. If the interested party does not accept the decision, the Impartiality Committee is responsible for making the final decision.

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

Objection, Complaints and Appeals Bulletin (**F 05.01**) 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
4	28/03/2025	1, 2, 3, 4.1.1- 4.1.5, 5
4.1	14/11/2025	Renaming of relevant Form

Authorship	Audit	Approval	Page:3 of 3
QAM	QAM	Legal Representative	