**The Company's handling of appeals,**

**complaints and disputes**

1. In order to maintain the impartiality and objectivity of the company and protect the legitimate rights and interests of the organization. if the organization has any objection to the audit results or disputes over other issues. it can be resolved through appeals/complaints or disputes.

* 1. Appeals: formally express dissatisfaction with the company's decision (including the decision made on the complaint). Including:

1. Refusing to accept a formal application for certification without justifiable reasons;
2. Objection to the audit report provided and the certification certificate issued;
3. Objection to the suspension or revocation of certification qualification;
4. There are objections to the application. examination. registration and certification of certification.
   1. Complaints: Expressed dissatisfaction with the company's behavior (including auditor's behavior). Including:
5. The company delays the implementation of certification audit/supervision;
6. Objection to the qualification of auditors;
7. Objection to the composition of the audit team;
8. Think that the company or staff have violated the rules;
9. Think that the company charges illegally;
10. Objection to the certified management system or serious dissatisfaction with the product quality of the certified organization;
11. Objection to the use of certification certificates and marks;
12. Others.
    1. Controversy: There is disagreement between the two sides on some matters related to organizations and individuals certified by the company (except for purely theoretical and technical issues. there is no restriction).

2. Working procedures for appeals complaints and disputes

* 1. accept and hear a case
     1. The appeals shall. within 10 working days after receiving the formal notice of the relevant decision of the company. submit the relevant complaint contents in writing. In case of special circumstances. it is necessary to explain the situation by telephone or fax to the company office. and then write a written complaint opinion and send it to the company appeal investigation Committee. but it shall not exceed 20 working days after the company officially notifies. and complaints and disputes shall be accepted at any time.
     2. The appeals investigation committee shall be responsible for filing the registration number within 3 working days after receiving the complaint. complaint and dispute letter/report.
  2. investigate and obtain evidence
     1. Within 7 working days after filing the case. the Appeals Investigation Committee will carry out investigation and evidence collection. and the investigation can be conducted by visiting. on-site investigation. holding meetings. etc.. and each investigator shall have no less than two. and the investigation records shall be made. The departments and personnel providing evidence must also have their signatures (seals) and dates. The investigation materials and ruling report must be submitted within one month from the date of filing the case. and the opinions of at least three members are the ruling conclusion.
     2. Submit the investigation results and rulings of special major events to the leaders of the company for review and make a final ruling.
  3. deal with
     1. The appeals/complaint ruling report shall be submitted to the office for filing (together with the report) after being reviewed and approved by the company leader by the appeal investigation committee.

Investigation and evidence collection materials); A copy to the complainant. The report on the investigation and adjudication of complaints and disputes shall be sent to all parties concerned in writing within 60 days. and a copy shall be filed in the central office (together with the investigation and evidence collection materials).

* + 1. The ruling conclusion has the same effect on all parties involved in the case. and shall be executed according to the ruling conclusion within 20 working days after the notice of ruling conclusion is issued. If any party disagrees with the conclusion of the ruling. it may directly lodge a complaint with the local certification regulatory authorities or the CNCA and relevant accreditation bodies within 20 working days after receiving the ruling notice.
  1. In order to ensure the fairness of the appeals/complaints handling process. the appeals/complaints has the right to question the members of the complaint investigation committee and the work of the complaint investigation committee. and can directly lodge a complaint with the local certification regulatory authorities or the CNCA and relevant accreditation bodies.
  2. Constraint rule
     1. Relevant personnel who participate in the handling of appeals/complaints shall be responsible for keeping confidential any people and things involved in appeals / complaints.
     2. All staff involved in case handling should be objective and fair.
     3. Staff members who have a direct or indirect interest in the complaint,complaint or dispute should avoid the investigation and handling of the case.

3. After the investigation and handling of complaints. complaints and disputes. the relevant departments of the company shall analyze the causes of the complaints. complaints and disputes. If the same incident occurs repeatedly. if it is confirmed that it is caused by the nonconformity of the company system. it shall be implemented according to the Implementation Procedure for Nonconformity Control and Corrective Measures of the company. The effectiveness of the measures shall be verified by the Quality Department. If necessary. submit it to the central management review.

4. expense

* 1. The expenses for handling the incident shall be paid by the losing party. and other relevant reasonable expenses shall be borne by the litigant.
  2. If the expenses are paid by the litigant. the balance of the deposit will be refunded within 20 working days after the ruling. If the deposit is insufficient. the insufficient part shall be supplemented by the litigant within 10 working days from the date of ruling.

5. Appeals, complaints channel:

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