

UNIVERSAL – Certification Services	
APPEALS and COMPLAINTS PROCEDURE	Document No: UPR.06

1. OBJECTIVE

The objective of this procedure is the determination of the handling methods for the appeals and complaints about the system certification activities being implemented by *UNIVERSAL* together with the complaints and disputes about the certificated organizations.

2. DEFINITIONS

Appeal: Regardless of the decisions of *UNIVERSAL*, the state of disagreement in case of dispute and complaint.

Complaint: The negative expressions of the organizations or other interested parties about the performance, procedures and policies related to the certification activities of *UNIVERSAL*, the employees serving under the name of *UNIVERSAL*, the organizations certificated by *UNIVERSAL* and their activities within the scope of the related certificates.

3. RELATED DOCUMENTS

UFR.32 Complaint Evaluation Form

4. APPLICATION

4.1. The Complaints about The System Certification Activities of *UNIVERSAL*

The complaints about the certification activities, such as reports, audit teams, audit scopes, etc. can be delivered in writing or orally.

The complaints are recorded to The Complaint Evaluation Form and forwarded to The Management Representative by the personnel who receives the complaints.

The complaints received by *UNIVERSAL* are evaluated by the related department manager and The Management Representative in (7) seven working days. The complainant is informed beforehand in writing and the complaint may be forwarded to The Complaint Evaluation Committee, depending to its content.

The complaints about audit reports, audit teams, audit scopes, etc. are evaluated by The Complaint Evaluation Committee in the first The Complaint Evaluation meeting.

The required corrective/preventive actions are initiated in accordance with the decisions made in the meeting or following the evaluation of The Management Representative.

The complainant is informed in writing about the results of the actions taken in (1) one month following the complaint dated.

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4.2. The Complaints about The Certificated Organizations

The written or verbal complaints about the certificated organizations sent to *UNIVERSAL* web address or *UNIVERSAL* head office are recorded to The Complaint Evaluation Form and forwarded to The Management Representative by the personnel who receives the complaints.

The complaints arising from the nonconformities in the quality systems of the organizations are forwarded by The Management Representative in writing to the related organization and the organization is requested to give written information about the actions taken or to be taken in relation with the complaints about itself.

The arriving information is evaluated by The Managements Representative. Depending on the importance of the complaint, an audit may be conducted in the organization or it may be checked in the audit conducted in the regular period whether the records related to the complaints made are regularly maintained or not.

The information related to the complaint is forwarded to the customer.

All of the corrective or preventive actions are followed by The Management Representative.

4.3. The Appeals About The System Certification and Certificated Organizations Activities

The organization can forward its appeals about the decisions of *UNIVERSAL* to The Courts of Germany.

In such cases, *UNIVERSAL* receives appeals to its decision; demurrer is informed that s/he can forward her/his appeal to a higher official level.

4.4. Informing The Related Parties

All the complaints, appeals and disputes received by *UNIVERSAL* are kept as top secret and are never reported to third parties.

If appropriate, only the accreditor body that accredited *UNIVERSAL* is informed. If this kind of legal informing occurs, the related client is informed by *UNIVERSAL*.

REVISION INFORMATION		
Rev. No	Revision Date	Revision Explanation
0	23.06.2008	Procedure is re-established because of passing ISO/IEC 17021 standard.
1	09.11.2013	Grammatical and editorial amendments have been done. Manual's fonts have been changed from "Tahoma" to "Calibri".
2	20.01.2014	The company name and the logo corrected as "UNIVERSAL AG"
3	05.06.2014	The company name and the logo corrected as "UNIVERSAL "

PREPARATION	APPROVAL
MANAGEMENT REPRESENTATIVE	MANAGING DIRECTOR

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