

PB96 Dealing with Complaints and Appeals

Complaints (e.g. concerning auditors, account managers, procedures of the certification body or events held by the GUTcert Academy) may be directed to GUTcert via the Public Complaint Form (FL990), via the client questionnaire concerning the invoice as well as informal via letter, e-Mail, fax or by phone.

Appeals (e.g. against the auditor choice, audit reports and certification decisions) may be sent by the client to GUTcert via the Public Complaint Form (FL990) or via e-mail, letter or fax. Complaint management is the responsibility of a member of the QM team (currently placed in the company communication) as long as they were not involved in the relevant procedures or audit. The process is strictly confidential and a disadvantage of the appellant/ complainant will be avoided. In all of the illustrated processes a root-cause analysis will be realised, which is necessary for decision-making and which will be documented in the complaint file.

The time between receiving a complaint/appeal and informing the complainant/appealer about the decision should not exceed four weeks. Should a decision not have been reached within that time frame, he will be informed on the intermediate result.

