

Dealing with Appeals

Appeals against decisions of the certification body can be submitted by the client to GUTcert via the public complaints form (V_Complaints_Appeals) or in writing by e-mail.

The complaints management (responsible for complaints and appeals) is the responsibility of an employee of the QM team, provided that he/she was not involved in the procedure/audit in question. The procedure is strictly confidential and must be carried out in such a way that the person raising the appeal is not penalised. In all the processes shown, a root cause analysis is carried out to reach a decision, which is documented in the complaints folder.

The deadline for lodging an appeal is one month after notification of the decision.

