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1. PURPOSE

This document describes the process followed by ANCCP AC to manage complaints, appeals and disputes relating to customers or other interested parties. It is available on the website of ANCCP CA.

2. REFERENCES

- Quality Manual ANCCP CA
- Regulations certification ANCCP CA
- Instructions for the use of marks ANCCP CA
- EN ISO/IEC 17021-1 "Requirements for body providing audit and certification of management systems"

3. DEFINITIONS

Claimant : person, organization or its representatives, which has a claim to ANCCP CA.

Complaint: expression of dissatisfaction aimed at ANCCP CA, in relation to its products, or the same treatment process claims, which expects either explicitly or implicitly a response or solution.

Appeals: request or application directed against an act or decision of ANCCP CA, taken within or at the end of a certification process / control / inspection, in order to obtain the change and / or cancellation.

Disputes: complex documents and / or procedures activated by the / s part / s designed to resolve, with the intervention of third parties, disputes related to the business of certification / audit / inspection.

Interested party: person or group of persons having an interest in the performance or success of an organization.

Customer Satisfaction: Customer's perception of how its requirements have been met.

4. COMPLAINTS

Every complaint received by ANCCP CA in writing, if it relates to certification activities under the responsibility of ANCCP CA, is examined and processed in order to take all necessary corrections and / or /corrective actions as necessary. Also any verbal or phone complaints can, however, be taken into account, depending on the importance of what is reported. Complaints dealt with by ANCCP AC anonymously are not taken into account.

The process of treatment of complaints is managed by ANCCP CA under constraint of confidentiality, both as regards the claimant that with regard to the content of the complaint (see section 8).

All complaints are analyzed and managed by ANCCP CA without any discrimination against the claimant who will be protected by his or her rights

If the claimant is different from a customer certificate, these one are promptly informed. The Head of the Sector is responsible to collect and verify all necessary informations pertaining to the subject of the claim in order to validate the complaint, draw the elements of assessment and prepare appropriate actions.

The examination of the complaint is made by the Head of Sector, with the possible collaboration of the Quality Assurance Manager and / or other departments involved, if necessary, in order to avoid the recurrence of accidents and to ensure continuous improvement; the findings are presented to the Legal Representative for approval.

If possible, ANCCP CA confirms to the complainant receiving the submissions, as well as, the progress of the treatment process, the findings and conclusions.

The examination of the complaint may include verification of effectiveness of the certified management system. Customer may be subject to additional audits, as appropriate, even on short notice or without notice.

If the complaint received it is found to be groundless, the customer will not be penalized and will be charged the costs of such audits.

The results of these audits are then communicated to the complainant and, where applicable to Accreditation Entity, within the constraints of confidentiality.

ANCCP CA establishes with the customer and with the complainant whether to make public the contents of the complaint and its resolution.

ANCCP CA is committed to responding to complaints from customers within 30 days of the first reporting and to keep the parties concerned constantly up to date.

ANCCP CA may grant access or revealing to specific stakeholders, non-confidential information relevant to the audit conclusion to investigate complaints.

The complaint management can also include an analysis aimed at identifying the causes of any non-compliance or deficiencies by ANCCP CA or auditors / inspectors appointed by it in relation to the need to ensure customer satisfaction, respect procedures, rules and regulations to be met and the efficiency of the activities ANCCP CA.

The staff involved (also at management level) in subject of the complaint in the last 2 years will not take part at the examination or decision on the complaint.

5. APPEALS

Every customer who has signed a contract with ANCCP CA may submit a written appeal against decisions of ANCCP CA, such as suspension / revocation of certification or rejection of the application for certification.

Any written appeal is examined and processed in order to take all the corrections and / or corrective actions as necessary, without which arising discriminatory actions against anyone who has the appeal.

ANCCP CA, ensuring the necessary independence, is responsible for decisions taken in relation to the process of dealing with complaints.

The exam of the appeal is made by a Commission appointed by the Legal Representative of ANCCP CA questioning, where necessary, the Committee for the Protection of impartiality (CSI). The Head of Sector is responsible to collect and verify all necessary information relating to the object of the action in order to enable the Commission to validate the appeal and take the necessary components of assessment, on the basis of the results of any previous similar claims.

If the appeal is accepted by the Commission, the Legal Representative take appropriate action against the customer, applicant and/or ANCCP CA. The Quality Assurance Manager checks later implementation and effectiveness. If there is no sufficient evidence to acceptance, the appeal is rejected and ANCCP CA gives the reasons for the decision. If it is do not deem sufficient acceptance, the appeal is rejected.

ANCCP CA acknowledges the receipt of the appeals and gives to who have submitted, informations about progress of the treatment process, findings and conclusions.

The staff involved (also at management level) in subject of complaint in the last 2 years will not take part at the examination or decision on the complaint.

6. DISPUTES

The resolution of any dispute arising between the parties, directly or indirectly, to the application or interpretation of the Rules of certification is referred to the Court of jurisdiction defined on individual contracts with the customer. The general rule is that the place of jurisdiction is in Livorno (Italy).

7. RECORDINGS

Records of complaints, appeals, and disputes is maintained by the Quality Assurance Manager, together with the documents relating to the subsequent actions. Each event is recorded on forms on which they are given the following information:

- Identification of the person who advances the claim / appeal / dispute
- Brief description of the complaint / appeal / dispute with reference to the documents submitted
- Documents concerned ANCCP CA
- Function responsible for the analysis
- outcome of the examination (with reference to any decision of the CIS) and consequent actions
- Any non-compliance or deficiencies found in ANCCP CA and its amendments and / or corrective or preventive actions taken (with an indication of the relative timing and responsibilities)
- Approval by the Legal Representative.
- Closure of the actions that have been taken

8. CONFIDENTIALITY AND ABSENCE OF CONFLICT OF INTEREST

The documentation and any other information provided to functions involved in the management of complaints or appeals, are confidential and may not be reproduced or disclosed to any third party without the written permission of ANCCP CA.

Every person involved in the management of complaints or appeals must respect and declare the principles as stated below:

Statement

..... is committed to strictly confidentiality of information concerning technical, economic, commercial, organizational, ethical certified companies or be certified, learned during the course of certification activities or derived from documents made available in such circumstances.

..... also undertakes not to carry out any activity that puts you in conflict with the tasks performed and the necessary requirements of impartiality and independence, and in particular not to accept to be used in an audit or other certification activities of management systems, where it has been involved in consulting activities on the same system of management in the two years following the end of the provision of advice.

..... undertakes to act in such a way that pressure commercial, financial or otherwise, do not affect the 'impartiality, and to report any situation that may constitute a conflict of interest.