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申诉和投诉处理程序 Appeals and complaints procedure		编 号	EQO-CP18		
		版 本	A3	密 级	中
<p>1 目的 Purpose</p> <p>本程序规定了对公司提供的认证、审定与核查活动不满意的客户申诉、投诉的管理方法和要求。 This procedure stipulates the management methods and requirements for complaints and complaints from customers who are dissatisfied with the certification, approval and verification activities provided by the company.</p> <p>2 范围 Scope</p> <p>本程序适用于所有个人或组织对与本公司的申诉、投诉处理。This procedure is applicable to handling of appeals/complaints related to EQO.</p> <p>3 控制依据 Criteria</p> <p>3.1 《合格评定 管理体系审核与认证机构的要求 第1部分：要求》 GB/T 27021.1-2017/ISO/IEC 17021-1:2015/ CNAS-CC01 <Conformity assessment—Requirements for bodies providing audit and certification of management systems-Part 1: Requirements></p> <p>3.2 《合格评定 产品、过程、服务认证机构通用要求》（GB/T 27065-2015/ISO/IEC 17065-1:2012/ CNAS-CC02） <Conformity assessment—Requirements for bodies certifying products, processes and services></p> <p>3.3 《合格评定 审定与核查机构通用原则和要求》GB/T 27029-2022/ISO/IEC 17029:2019/CNAS-CV01:2022 <Conformity assessment - General principles and requirements for validation and verification bodies></p> <p>3.4 《环境信息审定与核查机构通用原则和要求》ISO 14065:2020/CNAS-CV02:2022 <General principles and requirements for bodies validating and verifying environmental information></p> <p>3.5《温室气体 第三部分 温室气体陈述审定与核查的规范及指南》ISO 14064-3:2019/CNAS-CV03:2022 <Greenhouse gases - Part 3: Specification with guidance for the validation and verification of greenhouse gas assertions></p> <p>4 职责和作业程序 Responsibility and operating procedure</p>					

4.1 处理原则 disposition principle

公司以严谨、公正、非歧视的方式受理、调查和处理来自相关方的申诉、投诉，并对处理过程中的所有决定负责，同时确保参与调查、处理的人员，未参与申诉、投诉的相关活动。EQO accepts, investigate and dispose appeals、complaints of interested party with preciseness, impartiality and non-discriminatory manner, and is responsible for all the decisions of the process, and ensure the participation of the investigation and handling staff, and participate in the activities related to complaints, complaints.

4.1.1 接到投诉、申诉的任何部门或员工应坦诚地与投诉人交谈，将问题记录在《申诉和投诉信息处理表》并提交给人事行政部。人事行政部应将本文件规定放置于公司网络上，让有需求的人员或组织可公开获取。Any department or employee that receives a appeals, complaints or disputes shall be honestly talk with the complainant, and shall record the issue in the<Appeals and complaints handing form>, and submit it to the Human resource and administration. The Human resource and administration shall upload the document in the company's public network, to make it available to the related person or organization.

4.1.2 公司对申诉处理过程所有阶段的所有决定负责。为体现公正性，申诉和投诉涉及的相关人员和原认证决定人员应该在处理阶段予以回避。The company is responsible for all decisions of all the complaint handling process. In order to reflect the fairness, the relevant personnel and the original certification decision personnel should be avoided in the processing stage of appeals and complaints

4.1.3 申诉的定义为：definition for appeals

指申请方、受审核方或获证组织针对其期望的认证状态有关的不利决定所提出的书面请求。The applicant、auditee or certified client propose the written request about the certification decision which is disadvantage to their expectation

4.1.4 投诉的定义为：definition for complaints

对公司及其工作人员和**客户**与认证、**审定/核查活动**有关的行为表明不满的书面表示。

Written expression of dissatisfaction with the conduct of the company, its personnel and customers in connection with certification, validation/verification activities.

4.2 申诉的处理 disposition for appeals

4.2.1 由申请方、受审核/检查方或获证组织提出申诉，填写《申诉和投诉信息处理表》，并传递到审核/检查部处理，在受理、确认与调查申诉过程中应考虑先前类似申诉的结果，然后由人事行政部决定实行何种措施予以回应。当通知给申诉者的申诉决定时，应由先前未参与申诉主题的人员予以处理，或审查与核准。The applicant、audited/inspected party or certified client propose the appeals by filling in<Appeals and complaints handing form>which will be transmitted to audit/inspection department, audit department will should be consider previous similar complaints during the acceptance, confirmation and

investigation of appeals, and then the Human resource and administration take measures to respond. When the appeals decision is noticed to the appeals person, it shall be handled by the person who has not previously participated in the subject of the appeals in advance.

4.2.2 人事行政部应告知申诉者申诉处理的进度报告与结果。申诉结果以书面通知方式告知申诉人。如果申诉人对申诉处理结果有异议(认为公司未遵守认证、**审定与核查活动**相关法律法规并导致自身合法权益受到严重侵害的),可以直接向其认可机构或所在地认证监管部门或国家认证认可监督管理委员会提出。Human resource and administration should inform the appeals person the handling results in a written notice. If the appeals person has any objection to the handling results(eg: if he think the company did not comply with the relevant certification, validation/verification rules、 laws and regulations, and caused serious violations to the legitimate rights and interests of their own), he can directly turn to the local certification regulatory authorities or CNCA for appeals).

4.2.3 处理申诉的时限为接到申诉者正式的书面资料期 30 天内,包括书面答复申诉人。The time limit for processing an appeal is within 30 days after the complainant's official written information is received, including a written reply to the complainant.

4.2.4 在处理过程中应追踪与记录,包括解决申诉所实行的措施并确保实行任何适当的纠正及纠正措施。the appeals is tracked and recorded in the dealing process, including the measures to resolve the appeals and to ensure the implementation of any appropriate corrective and corrective actions

4.2.5 申诉的提出、调查及决定,不应对申诉者造成任何差别待遇。The proposal, investigation and decision of the appeal shall not cause any differential treatment to the appeals person

4.3 投诉的处理 disposition for complaints

4.3.1 任何组织或个人对公司及其工作人员和**客户与认证、审定与核查活动**有关的行为表明不满提出的投诉,填写《申诉和投诉信息处理表》。由人事行政部确认投诉是否与认证、**审定与核查活动**有关,经确认有关时转交审核/检查部处理。如果投诉与获证客户有关,在调查时应考虑其管理体系的有效性,必要时暂停其认证资格,并在适当时间内对已认证客户予以询问。审核/检查部收到处理表后应负责搜集及查证所有必要的信息,以确认投诉。并由人事行政部通知投诉者受理投诉,提供投诉者投诉处理的进度报告与结果。Any organization or individual propose his complaints due to unsatisfaction to EQO and its certified clients about certification , validation/verification related behavior, by filling in<Appeals and complaints handing form>. The Human resource and administration confirm the whether the complaints is related certification, validation/verification activities, if yes, the complaint will be referred to the audit/inspection department. If the complaint is related to certified clients, The effectiveness of its management system should be considered during the investigation, if necessary, suspend its certification

qualification, and inquire certified customer in the appropriate time. The audit/inspection department shall be responsible for the collection and verification of all necessary information to confirm the complaint after the receipt of the processing form. The Human resource and administration will inform the complainant the progress report and the result of the complaint handling process

4.3.2 如果投诉人对投诉处理结果有异议(认为公司未遵守认证、**审定与核查活动**相关法律法规导致自身合法权益受到严重侵害的,可以直接向其认可机构或所在地认证监管部门或国家认证认可监督管理委员会提出)。If the complainant disagrees with the results of the complaints handling (he thinks the company did not comply with relevant laws and regulations and this caused serious violations of the legitimate rights and interests of their own, he can directly turn to the local certification, validation/verification regulatory authorities or CNCA to complaints).

4.3.3 受理投诉的时限为接到投诉者正式的书面投诉资料 30 天内,包括书面答复投诉人。人事行政部应将投诉处理过程的结果,正式通知投诉者。并应与客户及投诉者共同决定,是否将投诉主题及其决议予以公开,以及公开的程度。The time limit for handling complaints is within 30 days from the receipt date of the formal written complaint by the complainant, including a written reply to the complainant. The Human resource and administration shall formally notify the complainant the result of the complaint handling process. And discuss with the client and the complainant whether make public the complaint subject and its resolutions, as well as the extent of the public

4.3.4 获证客户应按照公司的要求,随时提供对相应投诉所采取措施的记录。The certified clients shall provide the records of the corrective actions taken at any time in accordance with the requirements of certification body

4.4 分析和评估 analysis and evaluation

4.4.1 总部和各分场所每年 12 月份整理该年度的所产生处理的所有申诉、投诉的处理表,制作成《申诉、投诉全年情况统计表》提交人事行政部。In every December, the headquarters and the offices collect all the appeals, complaints occurred in this year, formulated<Appeals、complaints annual statistics form>, and submit to the Human resource and administration

4.4.2 人事行政部经理应在每年管理评审会议中提交统计表汇报。以评估公司对申诉、投诉处理的有效性。The Human resource and administration manager shall submit the statistical report to the annual management review meeting. To evaluate the effectiveness of the handling of appeals, complaints

4.4.3 所有的申诉、投诉不因对方为个人或组织而造成任何差别待遇,如不接受投诉方投诉的提出、以及调查决定结果未依证据而偏袒其中一方等。All the Appeals and complaints are regarded and disposed in impartial way, any differential treatment is not allowed.

5 引用文件及记录表单 Reference Documents & Forms

5.1 EQO-CP18-01 《申诉和投诉信息处理表》 Appeals and complaints handing form

5.2 EQO-CP18-02 《申诉和投诉全年情况统计表》 Appeals and complaints annual statistics form

编 写	叶小燕	发行单位	亿科检测认证有限公司
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亿科检测认证有限公司
修订记录

文件编码	EQO-CP18		文件名称	申诉和投诉处理程序
版本	制订日期	制/修订人	制订或修订主要内容概要	
A	2022/01/10	卢小燕	新制定	
A1	2022/11/27	肖 超	文件中引用的 ISO/IEC 文件增加等同采用 GB/T 国家标准号。	
A2	2022/12/19	卢小燕	依据 GB/T 27065-2015/ISO/IEC 17065-1:2012《合格评定 产品、过程、服务认证机构通用要求》增加产品认证相关要求。	
A3	2023/03/10	卢小燕	依据 GB/T 27029-2022/ISO/IEC 17029:2019/CNAS-CV01:2022《合格评定 审定与核查机构通用原则和要求》、ISO 14065:2020/CNAS-CV02:2022《环境信息审定与核查机构通用原则和要求》、ISO 14064-3:2019《温室气体 第三部分 温室气体陈述审定与核查的规范及指南》等标准要求增加审定与核查机构相关要求。	