

申诉和投诉处理程序

Appeal and Complaint Process Procedure

1 申诉 Appeal

1.1 申诉的提出 Lodge of appeal

申请/接受认证的组织应在接到公司的决定或措施后 **10** 日内向公司提出申诉。申诉方应提交书面申请并说明对公司处理意见提出异议的理由, 并尽可能提交相关证据。行政人事部申诉应以书面的方式并经申诉方负责人签名盖章后提交给公司行政人事部。

The organization of applying for/accepting certification shall lodge the appeal to our company within 10 days after receiving our company' s decision or actions. The appeal party shall submit a written application and explain the reasons for disagreeing with the disposal suggestions of our company, and submit relevant evidence as far as possible. The appeal shall be submitted in written and with the signature and seal of manager of appeal party to the admin department of our company.

1.2 申诉的调查和处理 Investigation and disposition of appeal

1.2.1 公司行政人事部受理申诉后应立即报告总经理和管理者代表, 并组成申诉处理工作组。

Company' s admin department shall immediately report it to general manager and management representative after receiving the appeal, and constitute the appeal handling group.

1.2.2 申诉处理工作组负责对申诉进行调查、取证及核实。调查方式可包括召集听证会议、听取双方提供陈述、现场调查、调取书面文件等。

The appeal handling group shall responsible for investigation, evidence and verification to the appeal. Methods of investigation include holding a hearing,



listening to the presentation of sides, on-site investigation and consulting written documentation.

1.2.3 对于需要召集听证会议的，申诉处理工作组在召开听证会时间的前 **10** 天将会议的时间、地点通知申诉人及有关各方。双方均有权在不迟于听证会召开前 **5** 日提出有关证人的姓名和地址。

If the hearing need to be held, the appeal handling group shall notify appeal party and relevant parties of the meeting' s time and address before 10 days of the hearing. Both parties have the right to provide the names and addresses of the relevant witnesses no later than 5 days before the hearing.

1.2.4 申诉处理工作组在经调查之后应做出有根据的判断并提出书面处理意见，提交公司 行政人事部审核，管理者代表批准。

The appeal handling group shall make the valid judgments and provide the written handling suggestions after investigation, and submit it to the admin department for audit and is approved by management representative.

1.2.5 公司行政人事部及时将最终处理意见以书面形式通知申诉方和公司责任部门。

Admin department shall timely notify the final handling suggestions in written to appeal party and its management department.

1.2.6 申诉方对最终处理意见表示满意时，公司行政人事部负责监督执行。

When the appeal party satisfies the final handling suggestions, the admin department of our company shall responsible for surveillance and implementation.

1.2.7 申诉方如对最终处理意见不满意时，可向国家认证认可监督管理机关进行申诉或投诉。

If the complaining party is not satisfied with the final handling opinion, it may appeal or complain to the national certification and accreditation supervision and management agency.

2 投诉 Complaint

2.1 投诉的提出 Lodge of complaint

投诉应以书面的方式就投诉所涉及的事件（在该事件发生以后一个月内）向本公司行政人事部提出，投诉人须提供所投诉事件的细节情况、证明材料并签章。通常情况下，本公司不受理匿名投诉。



Complaints shall be proposed in written to admin department for involved incidents of this complaint (within a month after the incident), the complainant shall provide the incident details and evidence with signature. Generally, our company shall not accept the anonymous complaints.

2.2 投诉的调查和处理 The investigation and disposition of complaints

2.2.1 收到投诉后，公司行政人事部根据投诉内容组织相关部门和人员，开展对该投诉事件的调查和取证。对重大投诉立即报告总经理和管理者代表。

After receiving the complaint, the admin department shall organize relevant departments and personnel according to the complaint to carry out the investigation and evidence acquisition for this complaint. The major complaint shall be immediately reported to general manager and management representative.

2.2.2 如被投诉的是经公司认证的组织，应与该组织取得联系，要求该组织对投诉的问题做出书面说明，并提交相关证据。必要时，公司将进行现场调查。调查时还应考虑客户管理体系的有效性，如要求客户采取适当的纠正和纠正措施，如证实客户的管理体系的有效性存在问题时，将涉及缩小、暂停或撤消客户的管理体系认证和服务认证。

If the complaint aims to the organization which has been certified by our company, it shall contact with the organization and require it to make written explanation for the problems of this complaint, and submit the relevant evidence. If necessary, our company shall conduct on-site investigation. It shall also consider the effectiveness of customer' s management systems on the process of investigation, such as requiring customer to take appropriate corrections and corrective actions. If the management system of client does not be implemented effectively, it shall be involved in the certification reducing, suspension or withdrawal for management system.

2.2.3 如投诉的问题属于公司的问题，由公司对投诉情况进行调查核实，必要时，进行现场调查。

If the problem of complaint is the responsibility of our company, the investigation and verification on the complaint shall be carried out by our company, and the on-site investigation shall be conducted if necessary.



2.2.4 调查人员根据调查结果提出处理建议，行政人事部审核，并报管理者代表批准。

The investigators shall make handling suggestions according to investigation results, and it is assessed by admin department to audit and is approved by management representative.

2.2.5 最终处理意见由行政人事部负责反馈至投诉方。

The admin department shall communicate the final handling suggestions to the complainant.

2.2.6 投诉方对最终处理意见表示满意时，公司行政人事部负责监督执行。如被投诉的是公司认证的组织，对于需要采取纠正预防措施，公司应要求该组织采取纠正预防措施并报公司行政人事部。行政人事部（必要时，会同技术部）对认证组织提交的纠正预防措施的有效性进行现场验证。

When the complainant satisfies the final handling suggestions, the admin department of our company shall responsible for surveillance and implementation. If the complaint aims to the organization which has been certified by our company, it shall require this organization to take corrective and preventive actions for relevant contents and report it to admin department. The admin department (if necessary, with Technology Department together) shall confirm the feasibility of submitted corrective and preventive actions. If necessary, our company will make the on-site verification the effectiveness of corrective and preventive actions.

2.2.7 当投诉方不满意所得到的答复时，可以向公司提出申诉，或向认可机构或国家认证认可监督管理机关进行申诉或投诉。

When complaining parties don't satisfy the response from Panzheng, they shall lodge appeal to our company or lodge appeal or complaint to national I certification supervision department.

3 记录与保密 Records and confidentiality

3.1 行政人事部应保存所有申投诉以及与认证有关的补救措施的记录；

The admin department shall remain all records about the appeals and complaints as well as the remedy action of certification.

3.2 处理申投诉的工作人员应对相关未公开的信息负有保密的责任。



The workers who handle the appeals and complaints shall be responsible for confidentiality to the non--public information.

4 费用支付 Payment

4.1 经调查确认，申投诉的理由不成立时，因该项申诉、投诉及争议发生的费用由当事人或委托人支付；

It was confirmed by investigation that the fees caused by appeal, compliant and dispute shall be paid by litigant or its agent when the reasons of the appeals and complaints are insufficient.

4.2 经调查确认，申投诉的理由成立，其责任在应诉方，所发生的费用由应诉方支付；

When it was confirmed through investigation that the reason of the appeals and complaints come into existence and the responsibility shall be assumed by respondent, the fees caused by appeals and complaints shall be paid by respondent.

4.3 经调查确认，当事人和应诉方均对该项申、投诉负有责任时，则该项发生的费用由双方协商解决。

When it was confirmed through investigation that the litigant and respondent shall be responsible for the appeals and complaints at the same time, the relevant fees shall be paid by negotiation between both sides.