

## Complaints and appeals

Any report of an appeal, complaint or information on the occurrence of a serious incident or violation of the law in the field of health and safety reported in writing to the entity's address or by e-mail: [biuro.wroclaw@dekra.com](mailto:biuro.wroclaw@dekra.com) or online via the interactive form on the entity's website: [www.dekra-certification.com.pl](http://www.dekra-certification.com.pl) by any person or organisation shall be registered by DEKRA Certification Sp. z o.o. (hereinafter referred to as DC) and the person concerned is informed that the complaint has been registered. In the case of a verbal complaint, DEKRA Certification Sp. z o.o. requires written confirmation of the complaint.

Reports of complaints and appeals – both those sent by post, electronically or submitted online using an interactive form by the person concerned, they should include the following details:

- Name and surname or company name
- Telephone number
- E-mail address

Anonymous complaints cannot be dealt with due to the lack of contact in case of possible questions in order to obtain additional explanations about the interested person.

The entity does not take any discriminatory action as a consequence of sending a complaint or appeal against an issued decision and ensures that the complaints and appeals process is fair and impartial.

We ensure confidentiality for those making a complaint at any stages of the process. We formally notify the complainant that the complaint handling process has been completed.

## Complaints

We distinguish between two types of complaints possibilities :

- Complaints about organizations / persons certified, inspected and verified/validated by DEKRA Certification Sp. z o.o.

<https://www.dekra-certification.com.pl/pl/complaint-about-a-certified-company/>

- Complaints regarding the activities of DEKRA Certification Sp. z o.o.;

<https://www.dekra-certification.com.pl/pl/skarga-na-dekra-eng/>

The person making the complaint or appeal is informed in writing (by e-mail) of the current status of the case and of the decision on the complaint.

Within 7 working days, we will respond to your complaint or if a longer period of time is required to clarify the matter, you will be informed about the further proceedings.

Complaints shall be dealt with within 3 months from the date of receipt of the submission.

The following complaints are submitted to DEKRA Certification GmbH:

- where the complaint needs clarification in the DAkkS accreditation body.
- where it concerns the impartiality of DEKRA Certification.
- where it concerns of IATF customers
- where it concerns a customer certified by DEKRA Certification GmbH

## **IFS complaints and appeals**

Written receipt of the complaint will be confirmed by the certification body within five 5 working days. An initial response on the current status is given to the complainant within 10 days.

A full response is given after a full and detailed investigation of the complaint is completed.

An appeal against a decision on the result of an IFS audit should be submitted by the audited company in writing, by e-mail to [biuro.wroclaw@dekra.com](mailto:biuro.wroclaw@dekra.com) or by means of the online form on the entity's website: <https://www.dekra-certification.com.pl/pl/skarga-na-dekra/> within 14 days of receiving the decision.

A response to the appeal is provided to the audited company within 10 working days.

## **KZR INiG complaints**

In the case of the KZR INiG area, the person concerned has the right to lodge a complaint against the activities of a certification body approved by the KZR INiG System to the KZR INiG System Administrator. The complaint should be sent directly to the office of the KZR INiG System according to the contact details given on the website <http://www.kzr.inig.eu/>

## **Appeals:**

Customers of DEKRA Certification Sp. z o.o. at every stage of the certification, inspection, verification/validation process have the right to appeal against any decision made by DEKRA Certification Sp. z o.o. (e.g. failure to accept the application for certification, interruption of the certification/inspection/verification/validation process, failure to grant a certificate or declaration, refusal of admission to the exam regarding the evaluation of the exam).

The appeal must be submitted within **14 days of receipt of the decision in writing**, by e-mail [biuro.wroclaw@dekra.com](mailto:biuro.wroclaw@dekra.com) or via the interactive form, which can be found on the entity's website:

<https://www.dekra-certification.com.pl/pl/skarga-na-dekra-eng/>



The person responsible for DEKRA Certification sends an acknowledgement of receipt of the appeal to the person concerned within 7 calendar days.

DEKRA Certification ensures that the person involved in the appeal process does not carry out an assessment or make a decision on certification, inspection or verification/validation in the analyzed process.

The appeal should be considered within 3 months from the date of its receipt.

DEKRA Certification Sp. z o.o. informs interested persons in writing or by e-mail about the manner of considering the appeal.

The appeal filed against the IATF 16949 trial is forwarded to DEKRA Certification GmbH.

The submission, consideration and decision on appeals shall not give rise to any action against the appellant.

A person who disagrees with the decision to hear the appeal has the option of resubmitting a written appeal.

## Dispute

DEKRA Certification Sp. z o.o. may forward a complaint that has not been resolved internally to the conciliator. Referral to the conciliator may also be made in a situation where the complainants inform DEKRA Certification Sp. z o.o. that they want their complaint to be initially considered by a conciliator rather than DC. The decision to forward the complaint to the conciliator is made each time by the Management Board of the Company.

The resolution of the dispute may result in a settlement, recommendation or settlement decision.

Each Customer is informed that in case of divergence of interpretation of legal actions, the last body of appeal is the competent court for the registered office of DEKRA Certification Sp. z o.o.

Once the resolution has been implemented, the dispute file is closed. Records of the dispute are stored in accordance with the internal procedure of DEKRA Certification Sp. z o.o.

For GMP+ processes, the regulations described by GMP+ also apply in document:

F.05 Dispute procedure available in its current edition on the GMP+ website:

<https://www.gmpplus.org/en/gmp-feed-certification-scheme/gmp-fsa-fra-certification/framework/>

*The entire process of dealing with complaints and appeals is described in the procedure: V-140-x01pl - internal document DEKRA Certification Sp. z o.o.*