Flowchart / Complaints and Appeals Treatment Process

DEKRA

Start

By an interested party.
The policies of confidentiality, impartiality and independence are followed.

Reception

An acknowledgment of receipt is notified to the interested part

By a DEKRA collaborator, who notifies the Quality Manager (RQA).
The RQA *check and validates the claim or appeal and is referred to those responsible for the area.
The people who are the object of the claim or appeal must not participate in the process.
The RQA will verify whether the complaint or appeal pertains to a DEKRA service.

Treatment

Proposal is notified to the interested part

A person or group is designated to ensure a solution.
The causes of the claim / appeal are analyzed and actions are taken.
Those who have provided services to interested parties within a stipulated period of at least 2 years will not be able to participate in the process.

Is it resolved?

No → **Reconsideration**

Previous steps are repeated, by other personnel who also meet the impartiality requirements.

Is it resolved?

Yes → **Closing** → **End**

The resolution is formally notified, by mail, to the interested part

No → **Second instance**

The interested party is formally notified, by mail, who can exercise independent actions, in court and competent arbitration.