



SYSTEMA CERTIFICARI SRL  
Tîrgu Mureş

## POLICY REGARDING COMPLAINTS AND APPEALS HANDLING

CODE: P-04-SCS

**APPROVED**  
General Manager  
AIFTIMIEI CLAUDIU

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Edited: 1/05.03.2018  
Revised: 5/20.06.2023


**DRAFTED**  
Quality Manager  
VLAS CRISTINA

**VERIFIED**  
Certification Manager  
SZOVERFI BOTOND

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### Revisions and approvals index

No.	Date	Ed./ Rev	Brief description of the modification	Last Name, first name, signature		
				Drafted Quality Manager	Certification Manager	Approved General Manager
1.	05.03.2018	1/0	Drafting in Ed.1 / Rev.0	FĂRCAŞ RĂZVAN	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU
2.	12.03.2019	1/1	Drafting in Ed.1 / Rev.1	FĂRCAŞ RĂZVAN	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU
3.	24.02.2020	1/2	Drafting in Ed.1 / Rev.2	FĂRCAŞ RĂZVAN	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU
4.	12.07.2021	1/3	Drafting in Ed.1 / Rev.3	FĂRCAŞ RĂZVAN	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU
5.	20.05.2022	1/4	Drafting in Ed.1 / Rev.4	FĂRCAŞ RĂZVAN	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU
6.	20.06.2023	1/5	Drafting in Ed.1 / Rev.5	VLAS CRISTINA	SZOVERFI BOTOND	AIFTIMIEI CLAUDIU

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## 1. PURPOSE

To ensure SYSTEMA's effectiveness in handling complaints and complaints and thus maintaining stakeholder confidence in auditing and management systems certification activities.

## 2. REFERENCES

- ISO/IEC 17021-1:2015 – Conformity assessment. Requirements for auditing bodies and management systems certification bodies

## 3. SCOPE

The provisions of this policy apply within SYSTEMA to establish a general framework for dealing with appeals and complaints received for the purpose of applying corrections to non-conformities identified in the certification process (errors, omissions, inappropriate conduct, etc.) and corrective actions to eliminate their causes in order to preserve the stakeholders' trust in the certification process.

## 4. DEFINITIONS AND ABBREVIATIONS

The definitions of ISO 9000 and ISO/IEC 17011 will be used.

SYSTEMA- Management Systems Certification Body *SYSTEMA CERTIFICARI SRL*

## 5. THE POLICY


5.1 SYSTEMA's management pays special attention to complaints and appeals from certification applicants, certificate holders, and other stakeholders, considering them as one of the main means of feedback delivery.

5.2 In order to demonstrate integrity and credibility to all certification users, SYSTEMA has documented and implemented procedures that ensure an appropriate balance between the principles of transparency, confidentiality, and the ability to respond to appeals and complaints.

5.3 Complaints are solved at executive management level. SYSTEMA is responsible for collecting and verifying all the information necessary to validate the complaints.

5.4 The calls for a Certification Committee decision are analyzed and resolved at the top level of SYSTEMA by the Appeal Commission.

5.5 When dealing with complaints and appeals, the following issues are taken into account:

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- a) Certification applicants or the organizations certified by SYSTEMA are not prevented in any way from using these remedies nor influenced to renounce them;
- b) The complaints and appeals are diligently received and registered;
- c) They are analyzed and solved within reasonable time, of maximum 60 days;
- d) The persons appointed to solve appeals and complaints are competent and completely independent with respect to the analyzed case;
- e) The decisions made following the analysis of complaints and appeals are notified to the client as soon as possible, in clear and unequivocal terms, aiming to resolve the conflict situation at SYSTEMA level;
- f) Ensuring that investigation and decision-making on appeals and complaints do not result in any discriminatory action on the caller / complainant.

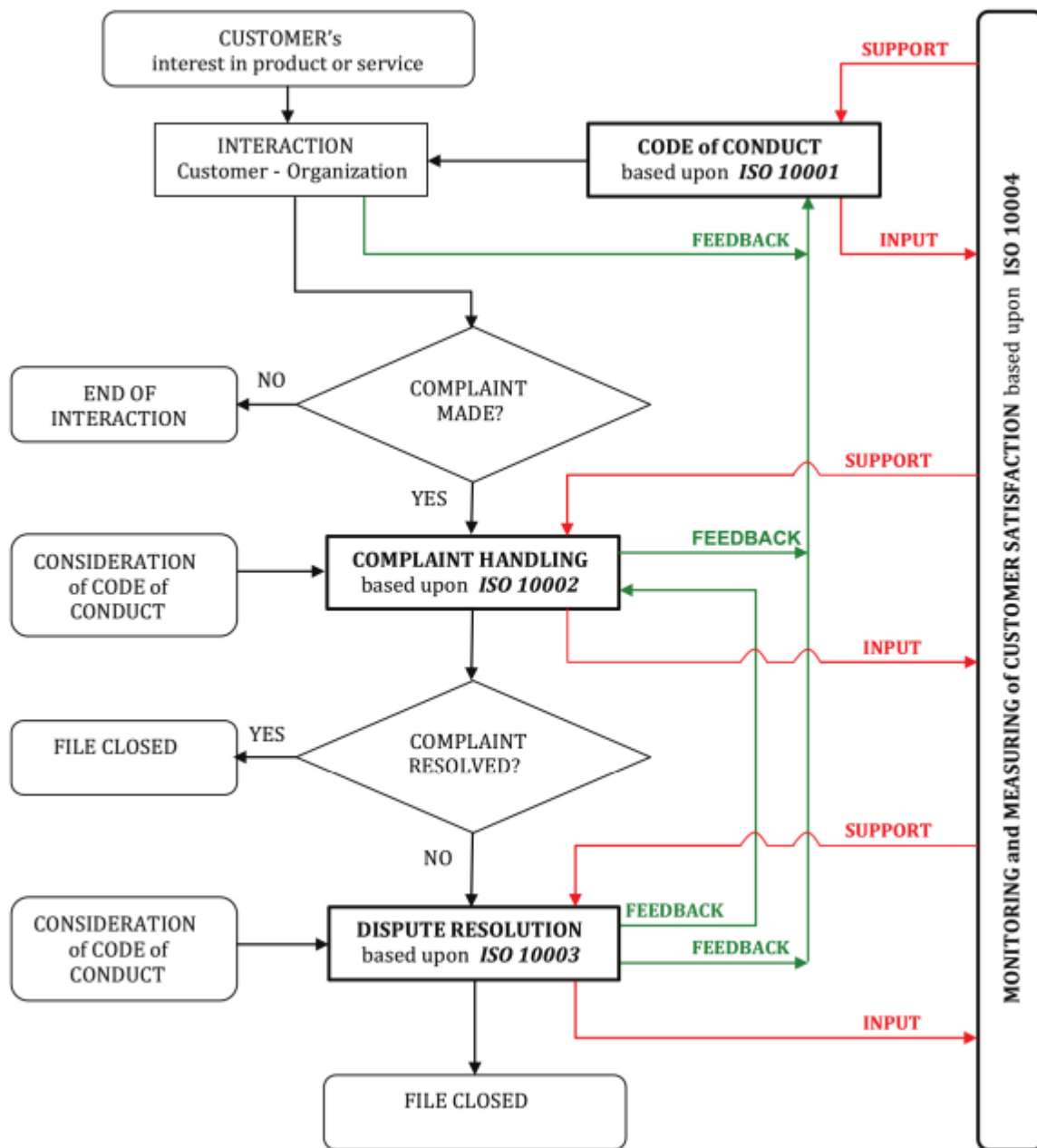



Figure A.1 — Interrelationship of ISO 10001, this document, ISO 10003 and ISO 10004

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5.6 The results of complaints and appeals are periodically analyzed by SYSTEMA management and will be used as foundation to improve SYSTEMA activity.

20.06.2023

General Manager  
Aiftimiei Claudiu