

1. Scope

This document pertains to the examination of:

- complaints filed by Applicants (Manufacturers) for carrying out the process of certification / admittance and during the period of supervision over certifications / admittance:
 - on the actions of CNBOP-PIB Certification Department (DC),
 - on the actions of DC employees;
- complaints filed by other parties (for instance users):
 - on the actions of DC,
 - on the actions of the holders of certificates / admittance issued by CNBOP-PIB;
- appeals from the decisions of DC Manager filed during or after the completion of the process and during supervision of the issued certificate / admittance, submitted by Applicants (Manufacturers) who are the holders of these processes.

2. Complaints – procedure

- 2.1. Complaints should be submitted to CNBOP-PIB in writing (traditional correspondence, fax or email) within 14 days from the date of occurrence of the circumstances justifying their submission.
- 2.2. In the case of receiving a complaint by telephone, a written confirmation of the complaint is necessary by the employee who received the complaint. Otherwise, the complaint will not be considered
- 2.3. The complaint must contain at least:
 - clearly worded objection with a justification,
 - information making it possible to identify the complainant and contact details (ie. name, surname (company name), mailing address and / or email)
- 2.4. The fact of receiving a formal complaint is confirmed in a documented manner within 14 days of receiving it by CNBOP-PIB.
- 2.5. The complaint is decreed by the Director for the Director's Quality / ISO QMS Proxy (DJ) and for the organizational unit, which should provide DJ with an explanation.
- 2.6. The final decision regarding the complaint takes the form of a letter addressed to the complainant. Complaints are examined within 30 days of registering the complaint in the register of complaints.
- 2.7. After examining a complaint, the complainant is informed of the outcome of the complaint in writing. If the decision cannot be made within the aforementioned period, the complainant is informed of the actions taken so far and the approximate timing of the final outcome of the complaint.
- 2.8. In cases of doubt as to the validity of the parties' rights, a decision is made in favour of the complainant.

3. Appeals – procedure

- 3.1. Each Applicant shall have the right to appeal the decision of DC Manager based on the conditions described in conveyed decision and / or agreement on the supervision over the granted certification / admittance.
- 3.2. Appeals against the decisions of DC Manager must be submitted in writing to CNBOP-PIB Director within 14 days of its receipt.
- 3.3. The fact of receiving a formal appeal is confirmed in a documented manner within 14 days of receiving it by CNBOP-PIB.
- 3.4. Once registered, the appeal is immediately communicated to the person designated

by DC Manager, in order to gather information necessary for its examination. The information is passed on to the person responsible for the examination of the appeal.

- 3.5. The decision to maintain or revoke the decision of DC Manager is made by CNBOP-PIB Director within 30 days of its receipt once all materials on the matter are analysed and client's arguments are taken into account. CNBOP-PIB Director may refer the appeal to be considered by the Appeal Committee and at the same time inform Quality Plenipotentiary of this fact. The composition of the Appeal Committee appointed by CNBOP-PIB Director guarantees a reliable and objective assessment of examined appeals
- 3.6. After examining an appeal, the party filing an appeal is informed of the decision of CNBOP-PIB Director in writing. If the decision cannot be made within the aforementioned period, the party filing the appeal is informed of the actions taken so far and the approximate timing of the final outcome of the appeal
- 3.7. In cases of doubt as to the validity of the parties' rights, a decision is made in favour of the party filing the appeal.
- 3.8. In justified cases, when the examination of an appeal takes place at a date not later than 14 days (eg. formal issues), a letter containing information about the decision of the Director also acts as a confirmation of the appeal.
- 3.9. acts confirmation of appeal acts as a confirmation of receiving the appeal.