



**Research Institute for Man-Made Fibers,
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Product Certification Body

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**Admission and handling procedure for complaints and
appeals to the Product Certification Body**

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General

Complaint is a submission by a natural person or a legal person, by which they

- a) seek the protection of their rights or legally protected interests which they consider to have been violated or threatened by the action or inaction of any responsible Product Certification Body , or
- (b) draw attention to specific deficiencies, in particular breaches of laws and regulations.

Complaint is not a submission by a natural or legal person which has the character of an enquiry, statement, opinion, request, suggestion or proposal and does not clearly state what right or legally protected interest the person is seeking. In such a case, the addressee (Product Certification Body) of the submission shall return it to the sender within five days with a reply containing the reason for not accepting the submission as a complaint.

Where part of the submission meets the requirements of a complaint, that part of the submission shall be dealt with as a complaint.

Appeal filed by an individual or legal entity is a request for reconsideration of an adverse decision made by the Product Certification Body. An appeal is a regular remedy against an unlawful first instance decision.

Complaint procedure

Complaints concerning the activities of the Product Certification Body and its staff shall be addressed to the Head of the Product Certification Body, who is responsible for receiving, reviewing the subject matter of the complaint and considering its validity. Complaints against the Head of the Product Certification Body shall be addressed to the Director General of the Company.

Complaints are submitted in writing, verbally or electronically:

- written complaints are sent to the following address: VÚCHV, a.s., Certifikačný orgán certifikujúci výroby, Štúrova 2, 059 21 Svit
- or electronically to the following address: cocv@vuchv.sk
- in person on weekdays from 8.00 a.m. to 2.00 p.m. at the registered office of VÚCHV, a.s.

At an oral hearing with the complainant, an entry in the **Register of Complaints and Appeals** has to be made.

The complaint shall contain:

- name, surname, address, if it is a natural person,
- name and registered office and the name and surname of the person authorised to act on behalf of the legal person, if it is a legal person,
- an indication of the person against whom it is directed, the deficiencies complained of, what the complainant is claiming, and a signature.

If the complaint does not meet the above requirements (e.g. it is submitted electronically without a signature), it may be investigated further at the discretion of the Head of the Product Certification Body or the Director General in order to either confirm its validity, with subsequent remedy, or determine its invalidity.

The complaint must be submitted within 15 days of the date of receipt of the decision to which the complainant objects.

The Head of the Product Certification Body shall record each complaint in the **Register of Complaints and Appeals**, write an entry on the subject matter of the complaint, and confirm the formal acceptance of the complaint by signing it.

The complaint is handled by the Product Certification Body employee who has not been directly involved in the certification activity. The Head of the Product Certification Body, upon investigation of the cause of the complaint, shall notify the complainant in writing of the result of the decision within 30 days from the date of receipt of the complaint.

Where the deficiency was caused by the fault of the applicant (complainant), its removal shall be carried out at the applicant's expense within 30 days from the date of the notification to the Product Certification Body.

If the complaint is justified, the Product Certification Body shall, at its own expense, repeat the activities in which the fault has occurred, correct all documents where the fault occurs, and issue the documents in the proper, corrected version within 30 days from the date of receipt of the complaint.

When a legitimate complaint is made, the Head of the Product Certification Body or the Director General, in collaboration with the VUCHV Quality Manager, will analyse the cause of the complaint and corrective or preventive measures will be taken in accordance with S-GR-33/96.

Appeals procedure

Appeals against decisions of the Product Certification Body and Product Certification Body employees shall be addressed to the Head of the Product Certification Body, who is responsible for receiving, examining the subject matter of the appeal and assessing its validity.

Appeals against the decision of the Product Certification Body shall be submitted by the applicant (the appellant) in writing to the address of the Product Certification Body within 15 days from the date of receipt of the decision.

The head of the Product Certification Body shall record the appeal against the decision of the Product Certification Body in the **Register of Complaints and Appeals** and write an entry on the subject matter of the appeal and confirm the formal acceptance of the appeal by signing it.

The submitted appeal must make it clear who submits it, which decision it is directed against and what it seeks to achieve. The appeal shall be investigated by the Head of the Product Certification Body or the Director General.

Appeals are handled by the Product Certification Body employee who has not been directly involved in the certification activity. The Head of the Product Certification Body, upon investigation of the cause of the appeal, shall notify the applicant (appellant) in writing of the result of the decision within 30 days from the date of receipt of the appeal.