DESCRIPTION OF THE COMPLAINT HANDLING PROCEDURE

WRITTEN REQUEST (via mail, e-mail, website) → -E- 070-1

NO

IS IT RELATED TO THE CERTIFICATION PROCESS?

YES

FORWARDING OF THE REQUEST TO THE IMPARTIALITY COMMITTEE

MEETING OF THE IMPARTIALITY COMMITTEE WITHIN 10 DAYS → - E 070-1

DECISION-MAKING AND RECORDING TO E-070-1
Impartiality Committee

FORWARDING E 070-1 TO THE CERTIFICATION MANAGER
Impartiality Committee

ARE CORRECTIVE ACTIONS REQUIRED?

YES → UNDERTAKING OF CORRECTIVE ACTIONS
General Manager

NO

OFFICIAL UPDATE OF THE COMPLAINT PETITIONER
Certification Manager