

## **Complaints and appeals process**

Complaints related to the certification process of the services provided by the MSCB, in particular management systems, can be accepted from clients (customers).

The complaint can be accepted only in writing (at the company).

- Each complaint is received and registered by the employee of the MSCB.
- The receipt, assessment and decision of complaints does not lead to discriminatory measures.

On the basis of the data collected during the complaint's procedure, the quality officer or head of department carries out a preliminary assessment of the complaint received. A maximum period of 10 working days is provided for the preliminary assessment and classification of the complaint.

The Commission has one month to examine all complaints received and reach a decision. If the deadlines are not met, the complaining organization will be informed, stating the reason for the extension of the deadline.

The complaining organization is informed of the final decision on the main complaint and the Quality Officer summarizes the information and the status of all complaints in the relevant register. Inquiries and complaints (claims) are processed in accordance with the internal procedure approved by the MSCB.