

APPEALS AND COMPLAINTS INFORMATION

APPEALS

Should you feel that the findings of the Audit Team on the Registration or Surveillance Audit were inappropriate and you wish to challenge these findings, you have the right of Appeal.

If you disagree with the findings of the Audit Team in the first instance, you should make an **Informal Appeal** and question the findings at the Closing Meeting. In case your comments are considered justified, the Team Leader will review the findings.

Should you not receive satisfaction, it is possible to lodge a **Formal Appeal**, following the procedure below illustrated:

1. To lodge an appeal, you should contact the Local AJA Office Certification Manager within seven days of the Audit, and advise that you intend to Appeal against the findings of the Audit Team.

In case the Certification Manager of local AJA Office was part of the Audit Team, you may contact directly the Regional Certification Manager of AJA Registrars Europe Head Office at the following numbers:

Phl. +44 (0)1275 849188
Fax +44 (0) 1257849198
Email customers@ajaeurope.eu

An Appeal Form will be sent to you by mail, in case the same was not already provided by the Lead Auditor or downloaded from the internet. Complete and return the Appeal Form to the Certification Manager within 30 days from receipt.

2. An initial review and investigation shall be carried out by the Regional Certification Manager of AJA Registrars Europe. You'll be then contacted to discuss the Appeal lodged. Should the Regional Certification Manager agree that you have been unfairly treated, the findings of the Audit Team will be modified and you will be advised in writing.

If the Regional Certification Manager was a member of the Audit Team, then the appeal will be directly managed by the Governing Council, for which please refer to following item.

3. In case the findings of the Audit Team were approved instead, the Appeal will be forwarded to the Governing Council of AJA Registrars Europe. If your appeal will be admitted, the findings of the Audit Team will be modified. If rejected, then your appeal will be lodged with the Independent Appeals Panel. Your Company will be advised in writing of the above and will be advised of the details of the panel members.
4. Your Company has the right to dispute the formation of the panel and must submit objections in writing within 15 days From notification by AJA that your Appeal will be reviewed by the Independent Appeals Panel. Your objection, which must be clear and circumstantial, will be considered by the Chairperson of the Panel who will, if your objection is considered justified, remove the offending member and appoint an alternative.
5. You will then be advised in writing of the results of the deliberations of the panel. In addition, all Appeals submitted to AJA Registrars Europe will also be reviewed as part of the Surveillance Audit process by the Accreditation Body under which your Audit was carried out, to ensure fairness and impartiality of the Appeal process.
6. Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appelland company.

APPEALS AND COMPLAINTS INFORMATION

COMPLAINTS

In ogni caso se dovesse essere trascorso un considerevole lasso di tempo tra il momento in cui l'interessato ha subito il supposto danno e l'inoltro del reclamo, questo renderebbe molto più difficile lo svolgimento di un'indagine imparziale.

Unlike Appeals procedure, anyone can make a complaint and there are no time limitations.

However, should there be a considerable time lapse between the perceived offence and the complaint being submitted, it will make impartial investigation more difficult.

Complaints will be reviewed and investigated by the Local AJA Registrars Europe Office Certification Manager and his conclusions will be provided to you in writing.

In case the Certification Manager of local AJA office was directly concerned in the matter or should you be dissatisfied with the response, then you may contact the Group Certification Manager at AJA Registrars Europe Head Office at the following contact numbers, to discuss the Complaint further:

Tel. +44 (0)1275 849188

Fax +44 (0)1275 849198

Email customers@ajaeurope.eu

All Complaints received are forwarded to the Governing Council of AJA Registrars Europe and submitted to both the Independent Council of AJA Registrars Europe and the Accreditation Body, who will ensure that complaints are dealt with fairly and without bias.

AJA Registrars Europe S.r.l.

www.ajaeurope.eu

Legal Seat:

Via della Casetta Mattei, 206
00148 Rome

ITALY

VAT N. 08484761005

Locations where certification activities are undertaken:

Unit 6, Gordano Court
Serbert Close
Portishead, Bristol, BS20 7FS

UNITED KINGDOM

Via delle Arti, 123
00054 Fiumicino
(Rome)

ITALY