



MR&T CERTIFICATION BODY APPEAL TREATMENT PROCESS

1. RECEIPT OF THE APPEAL.

Responsible: Parties Committee / Technical Director.

Complaint book located in the office of the certification body.

Email: service@mat-research.com

2. APPEAL RECORD

They are recorded in the F-ADM-015 "RECORDS OF COMPLAINTS" format, and are sent to authorized personnel for investigation and validation.

3. INVESTIGATION, VALIDATION, ANALYSIS OF THE APPEAL

Responsible: The committee of parties.

Time of reply: (02) two working days

Procedure: Review of all records issued by the certification activity.

Yes, appropriate actions are taken.

Negative response: The customer is informed via email that the complaint does not proceed.

4. ACTIONS TO BE TAKEN AND FOLLOW-UP.

Responsible: The committee of parties.

Corrective actions are taken as the case may be and the effectiveness of the actions taken is tracked and the client is informed of the appeal decision.

5. CLOSING OF THE APPEALS PROCESS.

Responsible: The parties committee/Technical Director.

Time of reply: (10) ten working days.

Procedure: Mail is sent to the client informing him of the definitive closure of the appeal processing process.

2021/01/13

Technical Director

MR&T