



MATERIALS RESEARCH & TECHNOLOGY

APPEALS AND COMPLAINTS POLICY

- Complaints and appeals addressed to MR&T about a certified person, for violating the document: PO-M-002 “CODE OF ETHICS” of MR&T, specific schemes/programs, everything associated with the certification process, including the application, evaluation, decision on certification, recertification and use of certificates and logos/marks, or the certification program and the role of the committee of parties in reaching a conclusive agreement regarding an appeal. These types of complaints are hereinafter referred to as “Certification Complaints.”
- Complaints directed to MR&T about the general operations of MR&T, for expression of dissatisfaction related to its services, procedures, policies, support, technology, representatives (including CEOs, Instructors or employees), general operations or the management process of claims itself, where a response or resolution is expected explicitly or implicitly. These types of complaints are hereinafter referred to as “Operations Complaints.”
- The highest authority of MR&T is responsible for giving the formal notice of the result and end of the appeals and complaints process.
- MR&T will comply with the internal procedures for appeals and complaints and will confirm that each complaint and appeal received is related to the certification activities and will treat them accordingly.
- MR&T makes the appeals and complaints process available to the general public, indicating those responsible and response times as the case may be.
- Complaints and appeals received will be treated with the impartiality and confidentiality that characterizes MR&T, including collecting and verifying all the information necessary to validate the complaint and/or appeal.

This policy is primarily based on clauses 9.8 (Appeals against certification decisions), 9.9 (Complaints) of ISO/IEC 17024:2012



CEO

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