

Policy for Complaints and Appeals

Information for clients and interested parties

Our principle

Complaints and appeals help us to review our work and to improve it where necessary. We do not cover up wrong decisions, actions or behaviour. Every complaint and every appeal is handled with care; no one is disadvantaged for submitting a complaint or an appeal.

What is a complaint, what is an appeal?

- **Complaint:** you are dissatisfied with our activities and expect a response. Any person or organization can submit a complaint.
- **Appeal:** you are a client and would like us to reconsider a decision on your certification – for example the refusal, suspension, reduction or withdrawal of a certificate.

How to submit a complaint or an appeal

Please write to **beschwerde@ecocontrol.online**. Describe the matter and enclose the documents that support it.

An **appeal** against a certification decision must be received **within 4 weeks (28 days)** of receipt of the decision and must state the reasons. Appeals received later may be rejected unless there are exceptional circumstances.

How we handle your case

1. We acknowledge receipt **within 3 days** and give you a case number.
2. We check whether your case concerns our certification activities and gather all information needed.
3. The decision is made by persons who were not involved in the certification activities concerned and who have neither advised nor been employed by your company within the last two years.
4. We inform you in writing of the outcome and of the end of the process **within 28 days of receipt at the latest**. Where this is exceptionally not possible, we inform you before the deadline expires of the reason and the expected completion date.
5. For every complaint and every appeal we determine the root cause and initiate improvements where necessary.

All deadlines are calendar days.

Information to scheme owners

If an appeal leads to a correction of a certification decision, we inform the scheme owner immediately. If a complaint concerns the technical correctness of evaluation results, we inform the scheme owner after the case has been closed. Once a year the scheme owner receives a summary of complaints and appeals and the actions taken.

Contact

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