



KONŠTRUKTA – Defence, a.s.
Lieskovec 575/25
018 41 Dubnica nad Váhom, Slovak Republic
Certification Body Certifying Products
Authorized Body SKTC-112, Notified Body 1395

Complaints and Appeals

The client has right to file an appeal against the result of certification process - certification decision, or to file a complaint against the procedures and activities of the Certification Body Certifying Products of KONŠTRUKTA – Defence, a.s. (hereinafter referred as „CBCP“).

The client shall submit an appeal or a complaint with justification and evidences in written form within 15 days after receiving of the result of certification process, if not agreed otherwise.

Quality manager of CBCP shall register complaints raised against the activities of CBCP or appeals against the result of certification process in the record book “Book of complaints and appeals”. Consequently, CBCP personnel proceeds in accordance with process on receiving, evaluating and making decision on complaints and appeals documented in Quality Manual of CBCP.

CBCP acknowledges the client about the receipt of his/her formal complaint or appeal in written form within 10 days after its receiving.

Period for settlement of a complaint or an appeal by CBCP is 30 days after its receiving. CBCP will inform the client about the decision in written form.

If there is found out during the evaluation of an appeal or a complaint that longer period is necessary for making the decision, the client is informed about this matter, and CBCP and client shall mutually agree new period for the settlement.

Upon receipt of a complaint or an appeal, the Head of CBCP shall assess whether the complaint or the appeal relates to certification activities for which CBCP is responsible. If yes, the complaint or the appeal is further handled.

To prevent any conflict of interests, CBCP personnel who have participated in certification activities related to the complaint or the appeal shall not to take part in review or approval of the final resolution related to the complaint or the appeal.

Head of CBCP or person authorized by him is responsible for gathering and verifying all necessary information to progress the complaint or the appeal to a decision.

Head of CBCP is responsible for assessment of complaints and appeals and for making the decisions. If the complaint or the appeal concerns to the Head of CBCP then the Director of Authorized Body/Notified Body is responsible for assessment and making the decision with regard to the complaint or the appeal.

Each meeting with the client who submitted an appeal or a complaint shall be recorded in minutes of the meeting. Both client and CBCP will receive one copy.

In case of solving the complaint or the appeal by mutual agreement of both parties concerned, the complaint or the appeal will be concluded in a written report about settlement of the complaint or the appeal.

If the client does not agree with the way of settling the complaint or the appeal, he/she may take use of other legal options.

If an appeal or a complaint is duly justified and CBCP can acquit the claim fully, CBCP shall cancel its previous decision. CBCP shall issue new certification documents for the client that are distinguished identifiably from the previous ones.

Costs related with resolving of an appeal or a complaint will be settled by the client only in case if the appeal or the complaint was not justified.

In case of justified appeal or complaint, Head of CBCP together with quality manager will analyse the root cause of appeal or complaint occurrence, and Head of CBCP will take relevant corrective measures to prevent repeating of appeal or complaint occurrence. Quality manager will check the corrective measures.

Requirements on confidentiality and non-discrimination of the client shall be respected during the whole process of resolution of an appeal or a complaint.

—