

The procedure for complaints process

ISO certification authority of the EU Stars s.r.o. (hereinafter CO) defined on the basis of the requirements of Chapter 9.8 to ISO/IEC 17021: 2011 documented procedure for complaints.

CO confirms, on the basis of receipt of a complaint if the complaint refers to the certification activities, for which it is responsible, and if this is so, it must be addressed. If the complaint concerns the certified customer must then investigate the complaint, to take into account the effectiveness of a certified management system.

All complaints relating to certification of the customer CO within a reasonable time limit shall be communicated to the customer.

CO has documented the process of receiving, evaluating and deciding on complaints. For this process the requirements on confidentiality to the extent in which the confidentiality concerns of the complaint and the subject of the complaint. Process for handling complaints is described in annex 1.

The process of handling complaints and methods includes the following elements:

- a) description of the process of receiving, the findings of the investigation of the complaint, and decide what measures are to be taken as a response to the complaint
- b) monitoring and recording of complaints, including the measures taken in response to them
- c) make sure that all the appropriate remedy were adopted and measures to remedy the

CO is responsible for obtaining and verifying all of the necessary information for the confirmation of the validity of the complaint.

CO is confirmed, whenever possible, the turnover of receipt of complaint and who provides a complaint procedure for processing reports on complaints and the outcome of the investigation.

The decision on the outcome of the investigation is communicated to those who lodged the complaint and is reviewed and approved by the person or persons who had not participated on the subject of the complaint. If it is possible, then CO gives the man who lodged the complaint, formal notification of the completion of the process of handling complaints. The aim of CO is dealt with, ideally, a complaint within 30 days from the confirmation of its receipt.

CO sets, along with the customer and by the complainant, whether-and if so to what extent, will be the subject of the complaint and the decision published about her.

CO is trying as much as possible to keep in secret the identity of the complainant, in cases when it is necessary to verify a specific case and to request specific information, the complainant's identity to the client is published by CO.

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