

### **Process for handling complaints and appeals**

The certification body's process describing the organization's handling of complaints and appeals shall be publicly available.

**Complaint** implies that a customer or an interested party somehow is dissatisfied with or has suffered damage from RISE Certification's way of handling a case. Complaints may be made in writing (letter, fax or e-mail) or orally.

Minor complaints such as minor adjustments of e. g. a certificate (spelling mistake or the like), are made immediately and confirmed via e-mail. Other complaints are confirmed in writing with details of the handling of the case.

If the complaint targets another certificate holder, this certificate holder shall be notified about the complaint and requested to submit comments.

The Section Manager decides on actions to be taken. The certificate holder shall be notified in writing. This decision can be appealed and will be treated as an appeal.

**Appeal** implies complaints from the customer regarding content or meaning of decisions taken by RISE Certification. Appeals must always be in writing. Appeals (and serious complaints) are confirmed in writing, with details of the handling of the case.

After the investigation, the certification board takes the final decision. The certification board will hear the complainant if such request has been made.

The decision taken by the certification board is documented in special minutes sent to the complainant. The decision can not be appealed.