PROCEDURE FOR HANDLING APPEALS AND COMPLAINTS

ESYD DPROPAR

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Quality Manager of ESYD **Chairman of ESYD**

1. AIM

The aim of this procedure is to describe the actions for handling appeals and complaints pertinent to the Hellenic Accreditation System (ESYD) and to ensure that they are promptly, justly and impartially dealt with.

2. MANAGEMENT OF APPEALS, COMPLAINTS

2.1 APPEALS

Appeal can be submitted by a Body for reconsideration of any decision of ESYD related to its accreditation status. These decisions include:
- refusal to accept an application for accreditation,
- refusal to proceed with an assessment,
- corrective actions requests,
- changes in the scope of accreditation,
- decisions to deny, suspend or withdraw accreditation, and
- any other action that impedes the attainment of accreditation.

An appeal against a decision of ESYD may be submitted to ESYD. The appellant is informed by ESYD for the receipt of the appeal. The appeal is received by the Managing Director of ESYD who informs the BoD and set up the Appelas Committee which is composed by:

- The Quality Manager of ESYD, who is chairing and convenes the Committee.
- A representative of the Hellenic Association of Certification/Inspection Bodies or a representative of the Hellenic Association of Accredited Laboratories depending on if the appeal concerns a Certification/ Inspection Body or a Laboratory
- A representative from the supervising Ministry
- A Lead Assessor of ESYD competent in the relevant accreditation standard
- The legal advisor of ESYD

The members of the Appeals Committee shall have access to any document they may require and may request the assistance of any ESYD staff member.
It is possible, if it considered necessary by the Appeals Committee to invite an expert in the specific technical field or a representative of the responsible Ministry.
All the members of the Appeal Committee shall not have participated in the accreditation procedure of the appellant body and to have any other conflict of interest.

The Appeals Committee
- examines initially the validity of the appeal
- checks for any discrepancies from the requirements set by the Standards and ESYD

- makes a final decision on the appeal which is notified to the appellant.

The appeals, the minutes and the decisions of the Committee and any consecutive actions are kept in records.

The decision of the Appeals Committee is validated by the BoD of ESYD.
The Unit will proceed with the actions arising from the report of the Appeals Committee.
After the decicion of an appeal the Quality Manager of ESYD shall consider whether the particular appeal or series of appeals calls into question the validity of specific ESYD policies and/or procedures **and, when applicable,** he/she recommends to the BoD of ESYD, respectively.
All persons should remember when handling an appeal that questions of legal liability and responsibility may be raised. The correspondence and actions made in the course of investigating an appeal may be used further during or subsequently to the investigation of the appeal.

Provision is made in order the submission of appeal does not lead in any discriminatory actions against the appellant.

A register of appeals management (Appendix B) is kept by the Quality Manager.

2.2 COMPLAINTS

Complaints concerning the services of ESYD must be made in writing and by name and addressed to ESYD. Publications and articles that bear suspicions or raise questions in the form of complaints are dealt with in a similar way. ESYD has a special e-mail address to receive complaints. In the case of submission of the complaint in writing, the Quality Manager receives it. The complainant is informed by ESYD for the receipt of the complaint. In any case, it is the responsibility of the Managing Director of ESYD and the Quality Manager to investigate the corresponding complaint. Provision is made in order the submission of complaint does not lead in any discriminatory actions against the complainant.

2.3 HANDLING OF COMPLAINTS

In any case, the Quality Manager informs the Managing Director of ESYD who appoints a responsible person for the handling of the specific complaint. **In cases where the complaint relates to a client of E.SY.D., the person responsible for handling the complaint is appointed in cooperation with the responsible Accreditation Manager.** During the appointment it should be taken provision that the responsible person / is a different person for whom the complaint has been made:

He/she who handles the specific complaint:

2.3.1 Records the issue on **a relevant register of complaints management**, so that there is a clear identification of any problem in order to be dealt with in an impartial and efficient manner.

2.3.2 Investigates the facts **within 60 days**. During the investigation, he should collect accurate data regarding the problem, which he must also distinguish from the opinions of the parties involved. To this purpose, he resorts to documentation, like the Quality System records, regulations and standards, guidelines and legislation. When needed, he/she asks for data from those directly concerned. In case of special technical issues, he/she may ask for the advice of a technical expert.

2.3.3 Examines and assess the collected data.

2.3.4 Formulates its conclusions, **which shall be recorded in the relevant register of complaints management.**

2.3.5 Complete the register of complaints management with the actions taken during the investigation and the corresponding implementation dates.

2.3.6 Identify any corrective actions when considered necessary by the relevant Implementation Manager and the Procedure of Corrective Actions is applied, where required.

2.3.7 Informs the complainant with a written response of the outcome of the examination of the complaint and any action to be taken concerning him/her.

2.3.8 The register of complaints management shall be maintained under the responsibility of the Quality Manager.

2.4 COMPLAINTS CONCERNING GHG VERIFIERS

In addition to the above, when ESYD receives a complaint concerning a GHG verifier from competent authorities, operators, aircraft operators or other interested parties, **the responsible person for the handling of the specific complaint**, supported, when needed, by an approved EU-ETS Lead assessor or technical expert, examine the validity of the complaint, and inform the verifier concerned, so that the verifier submits in due time its observations.

Depending on the nature of the complaint, the assessment team that assessed the verifier may be requested to express its opinion. All comments received from the verifier concerned as well as from the assessment team are examined by the responsible person who handles the specific complaint and the Quality Manager. A written response is sent to the complainant. **The person responsible for the complaint completes the register of appeals/complaints management. The register of complaints management shall be maintained under the responsibility of the Quality Manager.**