 NOVA expert <small>PERSONNEL CERTIFICATION BODY</small>	Operations Procedures	Doc. / Doc. #.	QMS_PR.01-3
	Handling of appeals, claims and complaints	Revision No:	01
		Effective date:	01.11.2018

1. Purpose:

The purpose of complaint procedure is to set the order for receiving, evaluating and taking decisions on complaints and appeals regarding certification decisions related to the activities of the NOVA EXPERT PCB.

2. Application:

The procedure applies to complaints from any organization or individual and appeals by the applicant, candidate or certified person.

The procedure is related to all NOVA EXPERT PCB employees and subcontractors acting on behalf of NOVA EXPERT PCB.

3. Conduct and responsibility:

This procedure is publicly available on company web page www.novaexpert.com This Procedure is fair and fair to all sides.

Complaints and appeals received shall be registered in the “Register of incoming & outgoing documents”.

Complaints and appeals shall be accepted in writing format only. Complaints and appeals shall be, registered and investigated by a Managing Director. Depending on the content, Managing Director shall involve Quality Manager or other competent employee(s), according the nature of received complaint.

Note:



In investigation of complaints and appeal regarding certification process, shall not be involved person(s), that was involved in a specific certification process.

All the complaints and appeals are dealt in a constructive, uninfluenced and timely manner. The answer on complaints and appeals are signed by the Managing Director.

All the complaints and appeals are registered in the “Register of incoming & outgoing documents”. Where complaints and appeals investigation show on deviation in certification process, the complaints and appeals shall be registered in Quality assurance register and undergo the procedure **PR.06-2 Control of Nonconformity**.

All the complaints and appeals that are not substantiated, or caused due to a misunderstanding, as well as the assessment of the personnel confirms the correctness of the action and satisfies the complainant, the record in an incoming document register shall be completed by making an appropriate entry in the “Conclusion/ notes”. The scope covered by the claim, shall be included in one of the unplanned internal audits.


If the examined claim is confirmed as the reasonable, the scope covered by the claim, shall be audited within one-month period in according the procedure **PR.06-1 Audit Procedure**.

4. Appeals:

The appeals shall be examined and the reply to the applicant shall be prepared and submitted not later than **15 days** after receiving and registration of appeal.

NOVA EXPERT PCB is responsible for all decisions at all levels of the appeals process. NOVA EXPERT PCB ensures that the decision-making personnel engaged in an appeal review is other than the one involved in the decision, for which there is an appeal.

If the appeal is confirmed as the reasonable, the Managing Director shall take a decision on the repetition of the certification and/or changes in the certification process and documentation.

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The acceptance of appeals, the investigation and the decisions taking against the appellant shall not cause any discriminatory actions. NOVA EXPERT PCB shall approve the acceptance of the appeal and provides the appellant with report of appeal review process and the outcome of the appeal. NOVA EXPERT PCB provides a formal notification to the appellant of the completion of the appeal proceedings.

5. Complaints:

Complaints be shall be examined and the reply to the applicant shall be prepared and submitted not later than **15 days** after receiving and registration of complaint.

NOVA EXPERT PCB shall be responsible for obtaining and verifying all information necessary to validate the complaint. NOVA EXPERT PCB shall ensure that complaints are reviewed by personnel who have not previously been linked to the subject-matter of the complaint.

Upon receipt of the complaint, the NOVA EXPERT PCB shall confirm if the complaint is related to the certification activities for which they are responsible, and if it is so, the response shall be submitted accordingly. Whenever it is possible, the NOVA EXPERT PCB shall confirm receipt of the complaint and provide an overview of the progress of the case and the outcome to the complainant. Whenever it is possible, the NOVA EXPERT PCB shall make a formal statement to the complainant concerning the completion of the complaint review process.

NOVA EXPERT PCB will submit timely any substantiated complaint concerning a certified person to that certified person. The proceedings of handling complaints comply with confidentiality requirements, as it is relating to the complainant it self's and to the object of the complaint.

6. Provision of reply to claims and complaints:

When preparing reply letters, the requirements for document drafting determined in Outgoing Correspondence shall be complied with. The letter shall specify – to whom (address if applicable), the date, place for the number, the drafting person and his/her phone number, the person signing the letter.

The reply letter to the claim received from the Client, the State authorities or other stakeholders shall be signed by the Managing Director.


If the claim has been received from a group of people, then the reply shall be sent to the person who has signed as first in the list. The reply letters to the claims shall be sent by post as a registered letter (with notification on receiving if applicable) or submitted against receipt.

7. Verbal claims:

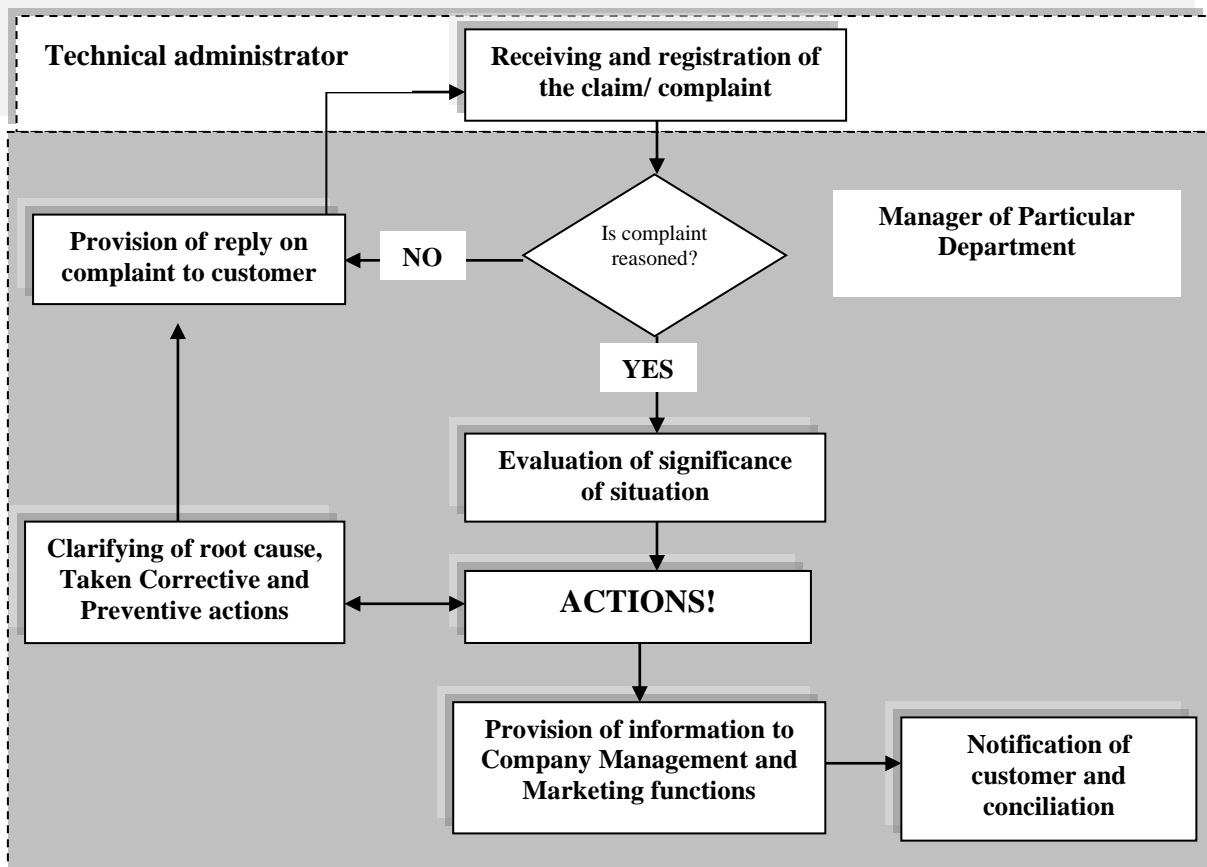
Verbal claims shall not be accepted.

8. Potential claims:

If during the operations any problems have been identified which could cause impact on the service to customer performance, in regard to which the client accordingly could have claims, each employee involved in NOVA EXPERT PCB operations shall be obligated to inform Managing Director. Potential claims shall be treated properly as preventive measures.

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9. Consideration order of complaints - Flowchart:



QMS Protocols

No.	Document/Records title	Placement	Responsible	Storage period
1.	Register of incoming & outgoing documents Excel file	NE Server	Technical administrator	Ongoing