

**PROCEDURE FOR HANDLING APPEALS
AND COMPLAINTS**

Hellenic Accreditation System

ESYD DPROPARAM

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Approved by: BoD of ESYD

Chairman of ESYD

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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 **Quality Manager** of ESYD who summons the Committee of Appeals which consists of:

- The Quality Manager of ESYD, who chairs
- A representative of the Hellenic Association of Certification/Inspection Bodies or a representative of the Hellenic Association of Accredited Laboratories depending if the appeal concerns a Certification/ Inspection Body or a Laboratory
- **A representative which is nominated by the National Accreditation Council and comes from public body**
- A Lead Assessor of ESYD competent in the relevant accreditation standard
- The legal advisor of ESYD

The Appeal Committee is established by decision of the BoD of ESYD for each appeal.

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.

All the members of the Appeals 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

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▪ 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 Appeal Committee is forwarded for approval to the BoD of ESYD.

After the decision 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. **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 not to result in any discriminatory actions against the appellant.

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 to which only the Quality Manager has access. In the case of submission of the complaint in writing, the Quality Manager receives it and, in any case, shall handle the complaint with confidentiality.** The complainant is informed by ESYD for the receipt of the complaint. In any case, it is the responsibility of the Quality Manager to investigate the corresponding complaint/**incident. Provision is made in order the submission of appeal not to result in any discriminatory actions against the appellant.**

2.3 HANDLING OF APPEALS, COMPLAINTS

In every case, the Quality Manager of ESYD:

- 2.3.1 Records the issue on the Form which is described in Annex 1 of this procedure, so that there is a clear identification of any problem in order for the problem to be dealt with in an **impartial** and **efficient** manner.
- 2.3.2 Investigates the facts, **within a month and recommends to the BoD of ESYD respectively.** 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, within the agreed time period.

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- 2.3.4 The Quality Manager of ESYD notifies in writing the complainant/ appellant of the result from the examination of the appeal / complaint and the actions to be taken and are of his concern.
- 2.3.5 **The Quality Manager** is responsible for keeping all the data concerning the above handlings in the relative record.

2.4 COMPLAINTS CONCERNING GHG VERIFIERS

When ESYD receives a complaint concerning a GHG verifier from competent authorities, operators, aircraft operators or other interested parties, **the Quality Manager**, 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 Managing Director of ESYD and the Complaints Manager. A written response is formulated and sent to the complainant. Detailed records of the complaint and of all relevant actions taken are kept by the Complaints Manager.

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Annex 1 Form for Recording Appeals, Complaints (Example)

Name/Title of the Part Concerned:	Date:
Registration number:	

Person appointed as responsible for handling the specific complaint is:	The Managing Director of ESYD	Date

(Filled out by the person responsible for handling the specific complaint)

The Appeal / The Complaint (mark as appropriate) concern :		
• Actions or omissions of ESYD	<input type="checkbox"/> Yes	<input type="checkbox"/> No
• Actions or omissions of a third party	<input type="checkbox"/> Yes	<input type="checkbox"/> No

In case a third party is concerned, Name/Title of Third Party:
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Object (of Appeal / Complaint)

Process (of Appeal / Complaint)

s/n	Description of the Action	Target Date	Approved by the Managing Director of ESYD	Date of Realization
			[Signature Area]	

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Conclusions – Suggestions

The person responsible for handling the specific complaint
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Follow up Actions

No	Description of the Action	Target Date	Authorized Person	Date of Realization
			The Quality Manager	
			Accreditation Division Director	
			The Managing Director of ESYD	

Final Conclusions

Date: _____ Signature: _____ The Complaints Manager

Completion of the Procedure

Date		Signature
	The Managing Director of ESYD	