

POLICY FOR HANDLING COMPLAINTS AND OBJECTIONS

In this point, ISEGA describes the handling of the general complaints procedure. Complaints can be submitted to ISEGA by clients as well as by all other interested parties. Complaints can refer to certification decisions as well as to individual evaluation activities.

Please find in the following the means to contact the ISEGA Certification Body:

- Directly via email addressed to our contact persons. Please find the email addresses at https://www.isega.de/Das-Institut/Ansprechpartner/EN_index_1721.html
- Contact the head office via email at info@isega.de or via telephone +49 6021 4989-0

ISEGA aims to handle clients' concerns and complaints in a fast and solution-oriented manner. The products, services and procedures of ISEGA have to be improved with the goal in mind that clients find no further cause for discontent or complaint in future.

Processing of Complaints

For the processing of a complaint, ISEGA requires a description of the situation or objection as well as the reason for the complaint. If possible, pertinent receipts or objective evidence with respect to the complaint shall be submitted. Name and contact data of the sender are furthermore absolutely necessary. The absence of this data makes it impossible for ISEGA employees to process the complaint.

Procedure

Records will be kept of all complaints as well as their evaluation and the corrective measures taken by ISEGA. To this end, the certification body disposes of a complaints database within the framework of the quality management system of ISEGA.

ISEGA reviews the facts of the case and forwards the complaint to the respective contact person who investigates the background and decides whether the matter is handled as a complaint and followed-up on. Via an entry in the complaints database (a first description of the complaint), the contact person reports the complaint to the Quality Management Officer and, if necessary, to the head of the certification body. The receipt of the complaint, possibly already accompanied by information on further actions, is confirmed at short notice.

The Quality Management Officer develops a preliminary plan of action with the Complainant. The plan contains a compilation and evaluation of all necessary information. If this plan is not sufficient, an adequate plan is devised by the persons responsible.

Anonymous or small-scale complaints or expressions of discontent, which do not require significant corrective measures, are handled via a shortened procedure in the weekly Project Manager meeting, within the framework of an audit or management evaluation. A complete documentation is mandatory in any case.

The decision that resolves the complaint with respect to the Complainant is made by persons that were not involved with the evaluation of certification activities that are pertinent to the complaint.

The client is kept updated about the current state of handling as well as the outcome of the complaint and is informed about the result.

Effectiveness and Subsequent Review

The handling of a complaint is discussed in the next management meeting. If necessary, the effectiveness of the measures taken will be reviewed in an audit.