

## BMCUK08 Complaints and appeals

The procedure describes the order in which complaints and appeals are received and reviewed and replied to.

**A complaint** - Client`s expression of dissatisfaction in relation to the auditing work and/or certification process within the scope of the accreditation; complaints of client product. Complaints may be submitted by third parties.

**An appeal** - A Client`s or third party`s request to re-evaluate the auditor's conclusion (opinion) in the certification and assessment conclusions in audit process. The main attention is paid to the Client's appeals.

### Procedure

The complaint or appeal shall be submitted in writing (including electronically) to:

**BM Certification UK Ltd.**

Innovation Centre, Gallows Hill, Warwick, CV34 6UW, UK

[infouk@bmcertification.com](mailto:infouk@bmcertification.com)

The complaint must contain the submitter`s name, legal name, registered legal office contact information, clear description, and date of submission. Complaint shall be accompanied with objective evidence to support each element or aspect of the complaint. Anonymous complaints will not be accepted and shall be treated as stakeholder comments and addressed during the next audit. Furthermore, anonymity of the Submitter in relation to Client shall be retain if it is requested by Submitter.

An appeal is accepted in written form as a formal request. The appeal must contain the submitter`s name, legal name, registered legal office, description, and date of submission, as well as the appellant's signature.

BM Certification UK by signing the contract on certification service provision, shall inform the Client in writing about the order of appeal submission and conflict resolution.

BM Certification UK upon the receiving the complaint or appeal will gather and verify all necessary information to progress them to a decision.

The Accreditation Manager upon receipt of a complaint or appeal will undertake the following actions following Complaints and appeals procedure, respectively:

- shall register all complaints in Complaint Register
- acknowledge receipt of a complaint or appeal to the submitter within 10 working days of receiving the written complaint or appeal.
- provide a written response to the submitter within 14 business days of receipt of the complaint or appeal, informing about measure taken and planned measures.
- if the complaint is linked to a client of BM Certification UK, inform the client.
- keep the submitter informed of progress in evaluating the complaint or appeal.
- acknowledged in writing the submitter when the complaint is deemed closed.
- shall record all actions with the complaints and appeals in the order specified in the procedure, as well as received and created documents shall be stored.

The Board of BM Certification UK will undertake the following tasks:

- shall decides whether the complaint or appeal relates to scope of BM Certification UK activities and, if so, shall address it and together with Certification Manager assigns the Responsible person.

- responsible person will investigate the issue, review if the preventive measures have been taken, and decided based on evaluation results about received complaint or appeal. In addition, person who have been involved in the consultation or auditing process shall not be involved in complaint or appeal approval or reviewing process for three years.
- after the Responsible person provides a review, an office representative will send a progress report to submitter.
- organizes the review of the appeal and reviews the appeal. If necessary, an independent committee may be organized for the review.

If as a result of processing appeals or complaints, errors and mistakes in the actions of BM Certification UK are identified, without undue delay the causes of the detected non-conformities shall be investigated and necessary corrections and corrective actions shall be taken, of which reports shall be made in the Non-Conformity Registry in accordance with the procedure specified in the Management System.

Board Members review Complaints and Appeals. In the case of dispute settlement, independent committee of three persons is organized with the aim to review the appeal.

The responses to submitter shall be provided in the same language that is used in the Client’s file, or the language used shall be agreed with the submitter.

BM Certification UK shall ensure that decisions on complaints and appeals do not result in any discriminatory actions against the submitter. Moreover, BM Certification UK will retain the anonymity of the submitter in relation to the client if this is requested by the complainant.

### Change history

Version	Summary of changes	Issue date
V3	Change history,	16.09.2021.
V4	Change of logo	15.11.2021.
V5	Change of logo	21.12.2021
V6	Adding of ISCC CORSIA section	15.04.2022.
V7	Removed ISCC CORSIA section	03.07.2024.