

挪亚检测认证集团有限公司

NOA Testing & Certification Group Ltd

申诉和投诉处理程序

Appeal and Complaint Process Procedure

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申诉和投诉处理程序

1 申诉 Appeal

1.1 申诉的提出 Lodge of appeal

申请/接受认证的组织应在接到公司的决定或措施后 10 日内向公司提出申诉。申诉方应提交书面申请并说明对公司处理意见提出异议的理由，并尽可能提交相关证据。行政人事部申诉应以书面的方式并经申诉方负责人签名盖章后提交给公司行政人事部。

The organization of applying for/accepting certification shall lodge the appeal to our company within 10 days after receiving our company's decision or actions. The appeal party shall submit a written application and explain the reasons for disagreeing with the disposal suggestions of our company, and submit relevant evidence as far as possible. The appeal shall be submitted in written and with the signature and seal of manager of appeal party to the admin department of our company.

1.2 申诉的调查和处理 Investigation and disposition of appeal

1.2.1 售后服务部受理申诉后应立即报告总经理和管理者代表。

The after-sales service department shall immediately report it to general manager and management representative after accepts the complaint.

1.2.2 申诉处理工作组在 30 日内负责对申诉进行调查、取证及核实。调查方式可包括召集听证会议、听取双方提供陈述、现场调查、调取书面文件等。申诉处理过程描述应向任何相关方公开。

The appeal handling group shall within 30 days responsible for investigation, evidence and verification to the appeal. Methods of investigation include holding a hearing, listening to the presentation of sides, on-site investigation and consulting written documentation. A description of the grievance handling process should be made available to any interested party.

1.2.3 对于需要召集听证会议的，申诉处理工作组在召开听证会时间的前 10 天将会议的时间、地点通知申诉人及有关各方。双方均有权在不迟于听证会召开前 5 日提出有关证人的姓名和地址。

If the hearing need to be held, the appeal handling group shall notify appeal party and relevant parties of the meeting's time and address before 10 days of the hearing. Both parties have the right to provide the names and addresses of the relevant witnesses no later than 5 days before the hearing.

1.2.4 申诉处理工作组在经调查之后应做出有根据的判断并提出书面处理意见，提交公司行政人事部审核，管理者代表批准。

The appeal handling group shall make the valid judgments and provide the written handling

suggestions after investigation, and submit it to the admin department for audit and is approved by management representative.

1.2.5 合规技术部及时将最终处理意见以书面形式通知申诉方和公司责任部门。

The compliance Technology Department shall timely notify the final handling suggestions in written to appeal party and its management department.

1.2.6 申诉方对最终处理意见表示满意时，合规技术部负责监督执行。

When the appeal party satisfies the final handling suggestions, the compliance Technology Department of our company shall responsible for surveillance and implementation.

1.2.7 申诉方如对最终处理意见不满意时，可向国家认证认可监督管理机关进行申诉或投诉。申诉方不能将挪亚的措施/决定向 ANAB 申诉。

When complaining parties don't satisfy the response from NOA, they shall lodge appeal or complain to national 1 certification supervision department. Complaining parties can not appeal decisions to ANAB.

2 投诉 Complaint

2.1 投诉的提出 Lodge of complaint

投诉应以书面的方式就投诉所涉及的事件（在该事件发生以后一个月内）向本公司行政人事部提出，投诉人须提供所投诉事件的细节情况、证明材料并签章。通常情况下，本公司不受理匿名投诉。

Complaints shall be proposed in written to admin department for involved incidents of this complaint (within a month after the incident), the complainant shall provide the incident details and evidence with signature. Generally, our company shall not accept the anonymous complaints.

2.2 投诉的调查和处理 The investigation and disposition of complaints

2.2.1 收到投诉后，进一步核实投诉信息。如核实确实为投诉信息，投诉信息传递给售后服务部。对重大投诉立即报告总经理和管理者代表。投诉处理过程描述应向任何相关方公开。After receiving the complaint, further verify the complaint information. If it is verified that it is indeed a complaint information, the complaint information will be passed to the after-sales service department. Report major complaints immediately to the General Manager and Management Representative. A description of the complaints handling process should be made available to any interested party.

2.2.2 如被投诉的是经公司认证的组织，应与该组织取得联系，适用时要求该组织对投诉的问题做出书面说明，并提交相关证据。必要时，公司将进行现场调查。调查时还应考虑客户管

理体系的有效性，如要求客户采取适当的纠正和纠正措施，如证实客户的管理体系的有效性存在问题时，将涉及缩小、暂停或撤消客户的管理体系认证和一般工业产品认证。

If the complaint is against an organization certified by the company, the organization should be contacted and, if applicable, required to provide a written explanation of the complaint and submit relevant evidence. When necessary, the company will conduct on-site investigations. The effectiveness of the customer's management system should also be considered during the investigation. For example, if the customer is required to take appropriate corrective and corrective actions, if it is confirmed that there are problems with the effectiveness of the customer's management system, it will involve reducing, suspending or withdrawing the customer's management system certification and general Industrial product certification.

2.2.3 如投诉的问题属于公司的问题，由公司对投诉情况进行调查核实，必要时，进行现场调查。

If the problem of complaint is the responsibility of our company, the investigation and verification on the complaint shall be carried out by our company, and the on-site investigation shall be conducted if necessary.

2.2.4 二周内对投诉事件进行调查、取证及核实，调查人员根据调查结果提出处理建议，并报管理者代表批准。

The complaint will be investigated, evidence collected and verified within two weeks. The investigators will make suggestions based on the investigation results and submit them to the management representative for approval.

2.2.5 最终处理意见反馈至投诉方。

Final handling opinions are fed back to the complaining party.

2.2.6 投诉方对最终处理意见表示满意时，公司合规技术部负责监督执行。如被投诉的是公司认证的组织，对于需要采取纠正预防措施的，公司应要求该组织采取纠正预防措施并报公司合规技术部。合格技术部（必要时，会同技委会）对认证组织提交的纠正预防措施的可性进行确认。必要时，公司将对认证组织的纠正预防措施的有效性进行现场验证。

When the complainant satisfies the final handling suggestions, the compliance technology department of our company shall responsible for surveillance and implementation. If the complaint aims to the organization which has been certified by our company, it shall require this organization to take corrective and preventive actions for relevant contents and report it to the compliance technology department. The compliance Technology department (if necessary, with Technical

Committee together) shall confirm the feasibility of submitted corrective and preventive actions. If necessary, our company will make the on-site verification the effectiveness of corrective and preventive actions.

2.2.7 当投诉方不满意所得到的答复时，可以向公司提出申诉，或向认可机构或国家认证认可监督管理机关进行申诉或投诉。投诉方也有权对挪亚的措施/决定向 ANAB 进行投诉。ANAB 的投诉网址为：<https://anab.ansi.org/feedback/complaint-form/>

When complaining parties don't satisfy the response from NOA, they shall lodge appeal to our company or lodge appeal or complaint to national l certification supervision department. They are entitled to complain about Noa's actions / decisions to ANAB as well. ANAB's complaint website is <https://anab.ansi.org/feedback/complaint-form/>.

3 记录与保密 Records and confidentiality

3.1 应保存所有申投诉以及与认证有关的补救措施的记录；

Our company shall remain all records about the appeals and complaints as well as the remedy action of certification.

3.2 处理申投诉的工作人员应对相关未公开的信息负有保密的责任。

The workers who handle the appeals and complaints shall be responsible for confidentiality to the non--public information.

4 费用支付 Payment

4.1 经调查确认，申投诉的理由不成立时，因该项申诉、投诉及争议发生的费用由当事人或委托人支付；

It was confirmed by investigation that the fees caused by appeal, compliant and dispute shall be paid by litigant or its agent when the reasons of the appeals and complaints are insufficient.

4.2 经调查确认，申投诉的理由成立，其责任在应诉方，所发生的费用由应诉方支付；

When it was confirmed through investigation that the reason of the appeals and complaints come into existence and the responsibility shall be assumed by respondent, the fees caused by appeals and complaints shall be paid by respondent.

4.3 经调查确认，当事人和应诉方均对该项申、投诉负有责任时，则该项发生的费用由双方协商解决。

When it was confirmed through investigation that the litigant and respondent shall be responsible for the appeals and complaints at the same time, the relevant fees shall be paid by negotiation between both sides.

5. FSC 申诉和投诉 Appeal and complaint for FSC

NOA 作为 FC 的 FSC 认证业务分包方, FSC 的相关申投诉需满足 General requirements for FSC accredited certification bodies FSC-STD-20-001 V4-0 EN 要求, 执行 FC-PRC-MP-9 v.1.0 《投诉和申诉管理流程》管理规定, FC 具有申投诉的决议权。

NOA as a FSC certified business subcontractor of FC, relevant complaints of FSC must satisfy the requirements of General requirements for FSC accredited certification bodies FSC-STD-20-001 V4-0 EN and implement FC-PRC-MP-9 v.1.0 " Complaints and appeals management process "management requirements, FC is the final decision.

6. HSPM 申诉和投诉 Appeal and complaint for HSPM

6.1 申诉 Appeals

6.1.1 如果申请方对被拒绝颁发 IECQ HSPM 证书, 或被暂停/撤销 IECQ HSPM 证书且申请方不同意这一决定, 申请方可根据 NOA 公开文件 NOAQC NSH S OD-09《申诉和投诉处理程序》提出申诉。

If an applicant is refused the issuing of an IECQ HSPM Certificate or be the subject of suspension or cancellation of an IECQ HSPM Certificate and disagree with this decision, the applicant may lodge an appeal in accordance with the public document NOAQC NSH S OD-09 Appeal and Complaint Process Procedure .

6.1.2 如果申请方对 NOA 提供的申诉决定仍不满意, 可以在收到申投诉决定后一个月内以书面形式向 IECQ 上诉委员会提出申诉。

If the applicant is still not satisfied with the appeal decision provided by the NOA, they may lodge an appeal in writing to the IECQ Board of Appeals within one month of receipt of the decision.

6.2 投诉 Complaints

6.2.1 如果申请方对 IECQ HSPM 评审过程中的行为不满意, 可根据 NOAQC NSH S OD-09《申诉和投诉处理程序》提出投诉。

If an applicant is not satisfied with the actions of the NOA, the applicant may lodge a complaint in accordance with NOAQC NSH S OD-09 Appeal and Complaint Process Procedure.

6.2.2 如果申请方对 NOA 提供的投诉决定仍不满意, 可以在收到投诉决定后一个月内以书面形式向 IECQ MC 提出上诉

If the applicant is still not satisfied with the complaint decision provided by the NOA, they may

lodge an complaint in writing to the IECQ MC within one month of receipt of the decision.

6.2.3 如 IECQ MC 及 IECQ CABC 无法解决此项行动，申请方有权要求 IEC CAB 采取行动。

If the IECQ CABC and or IECQ MC cannot resolve the actions, the applicant have the right to request the IEC Conformity Assessment Board (CAB) to take appropriate action.

6.3 NOA 应告知申请方这一申投诉渠道。

The NOA should inform any an applicant of the channel for Appeals and Complains.