

9. Complaints management process

According to the hereafter process, a complaint can be made by any interested party to the Certification Body

- against an Apave Certification Body personnel for any of their acts in official capacity
- against any certified client of Apave Certification Body. The complaint is then notified to the certified in due time, which gives access to the Certification Body to all the information necessary for the investigation of the file during an audit or any other time.

The subject of the complaint and its treatment by the Certification Body are carried out according to the process below and communicated to the certified claims.

In any case, the CB Director may take advice, from the CPI or CoSA for the analysis of particular cases.

Apave Certification may determine with the complainant and the certified client to make public the subject of the complaint and its resolution.

A summary of complaints and appeals is presented during annual CPI meeting.

CPI ensures then that complaints management complies with ethic, without discrimination, all along the process.

Complaint management flowchart

