

1. INTRODUCTION AND PURPOSE

This document defines the procedure for receiving, registering and handling complaints and appeals, ensuring impartiality, objectivity and traceability of the process, as well as decision-making and notification of interested parties.

The information is public and available at www.deviver.net.

1.1. Normative Documents

Standard	Title
BDS EN ISO/IEC 17020	Conformity assessment — Requirements for the operation of various types of bodies performing inspection.

1.2. Terms and Definitions

Term	Definition acc. to BDS EN ISO/IEC 17020
Appeal	request by the provider of the item of inspection to the inspection body for reconsideration by that body of a decision it has made relating to that item
Complaint	expression of dissatisfaction, other than appeal, by any person or organization to an inspection body, relating to the activities of that body, where a response is expected

2. APPLICATION AND SCOPE

This procedure applies to all complaints and appeals received from a client or other interested party.

3. RESPONSIBILITIES

Manager:

- Communicates with the complainant/appellant
- Ensures impartiality during handling
- Receives and registers complaints and appeals
- Reviews submitted complaints and appeals
- Determines appropriate corrective actions

4. PROCESS FOR HANDLING COMPLAINTS OR APPEALS

4.1. Receipt

Complaints and appeals may be submitted in writing (by e-mail or letter), verbally (in person or by phone), or via the Deviver website www.deviver.net.

Information received concerning the client/applicant is treated as confidential.

4.2. Registration

All complaints and appeals are documented in form *DVV 05.01 'Complaint/Appeal'*.

Within three working days, the complainant/appellant receives confirmation of receipt.

The complaint/appeal is registered in form *DVV 05.02 'Register of Complaints and Appeals'*.

Complaints and appeals are stored on the assessment body server in folder '*Complaints and Appeals*'.

The folder contains:

- Register
- Separate folders for each registered complaint/appeal

Each folder is named with the contract number and submission date in the format:



COMPLAINTS AND APPEALS PROCESS

{N}.YY.MM.DD

Example: 2512.25.04.13 – complaint/appeal under contract 2512 submitted on 13 April 2025.

4.3. Review

The Manager reviews the complaint/appeal and determines whether it is related to the activities of the assessment body, and informs the complainant/appellant accordingly.

If deemed unrelated, the complainant/appellant is notified with justification for refusal of action.

If related, the Manager analyzes the case to determine the nature and root causes. The analysis is documented in form *DVV 05.03 'Complaint/Appeal Analysis Report'*.

All complaints/appeals are handled impartially, ensuring absence of conflict of interest.

Information is kept confidential and personnel involved in the investigation are independent.

4.4. Determination of Corrective Actions

Based on the analysis report, the Manager determines corrective actions.

Corrective actions are recorded in *DVV 05.02 'Register of Complaints and Appeals'*.

4.5. Closure and Feedback

The Manager informs the complainant/appellant of the results within 30 days from receipt.

Data are analyzed annually during management review

5. FORMS AND RECORDS

All documentation and records generated by this procedure are stored and managed in accordance with procedure *DVV 07 'Control of Records'*.

Forms No.	Title
DVV 05.01	Complaint/Appeal
DVV 05.02	Register of Complaints and Appeals
DVV 05.03	Complaint/Appeal Analysis Report