



ΕΥΡΩΠΑΪΚΗ ΕΤΑΙΡΕΙΑ ΕΛΕΓΧΩΝ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΕΩΝ Α.Ε
EUROPEAN INSPECTION AND CERTIFICATION COMPANY S.A

QUALITY PROCEDURE ΔΠ 18.2	ISSUE .01 AMENDMENT.01	DATE OF ISSUE. 10/06/2009	APPROVED BY CEO
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1. AIM

The procedure describes the way EUROCERT deals with complaints received by SA 8000 certified clients and interested parties.

2. SCOPE

This procedure is applied by EUROCERT's management personnel upon receipt of a complaint within the scope of SA 8000 accreditation.

3. REFERENCE DOCUMENTS

3.1 Quality Manual

3.2 ΔΠ13.49 PROCEDURE SA 8000 EN

3.3 SA 8000 – SOCIAL ACCOUNTABILITY STANDARD

3.4 ISO/IEC 17021 - International Standard – Conformity Assessment – Requirements for bodies providing audit and certification of management systems

3.5 SAAS Global Procedure 200: Requirements For Gaining And Maintaining Accreditation

3.6 SAAS Global Procedure 304: For Making A Complaint Or Appeal

3.7 IAF GD2: 2005– Issue 4, Guidance on the Application of ISO/ IEC Guide 62:1966

3.8 ISO 19011 “Guidelines for Quality and/ or Environmental Management Systems Auditing”

4. DESCRIPTION

4.1 Complaints sent directly to EUROCERT

4.1.1 When a complaint is received, it is immediately documented in form Δ 18.1/E01 and along with any relevant client's document (letter, fax or email) it is being forward to EUROCERT's Quality Assurance Manager (QAM).



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- 4.1.2** The QAM must acknowledge a receipt of the complaint to the complainant within 5 working days.
- 4.1.3** The QAM along with the Technical Manager (TM) determine the acceptability of the complaint based on evidence received. If the complaint is accepted EUROCERT will conduct an investigation as follows:
- 4.1.4** The complaint is reviewed by the QAM, the TM and the Managing Director (MD) of EUROCERT. The investigation may include an unannounced audit and interviews with outside stakeholders (trade unions, NGO's) and the complainant at the minimum. The investigation covers all elements identified in the complaint.
- 4.1.5** EUROCERT submits a report to the complainant on the conclusion of its investigation. The report must present the resolution of the complainant and the reasons for that conclusion, summarizing the documented evidence submitted unless the appellant has requested it to be held confidential in whole or in part, and summarizing a response from the management of the facility. If the facility has agreed to corrective action, this is included in the report. When the facility's implementation of the corrective action has been confirmed, that is also reported. Every six months, EUROCERT provides a detailed report to SAAS of all complaints received.
- 4.1.6** EUROCERTS client's management has the right to submit a written response to the allegations and have that response included in the report. The report is written so as not to breach the confidentiality agreement in effect and is issued within 10 days of the rendering of the decision.

4.2 Complaints received by SAAS regarding EUROCERT and its clients

- 4.2.1** EUROCERT follows 4.1.1 through 4.1.6 as above, and
- 4.2.2** In addition EUROCERT will:
- acknowledge the receipt of the complaint by SAAS
 - report to SAAS within 10 days with a action plan and every 30 days with subsequent reports
 - be in contact with the complainant as part of the investigation
 - complete the investigation within 90 days or sooner, unless otherwise agreed



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by the SAAS Director of Accreditation.

4.3 General

4.3.1 All worker interviews conducted by EUROCERT auditors include information regarding how the worker can communicate with EUROCERT and SAAS regarding a concern or additional information related to the audit. EUROCERT auditors provide such contact information.

4.3.2 All complaints are logged, records kept and shown to the SAAS auditors during their visit. EUROCERT keeps complaints records regarding SA 8000 for 10 years after the resolution of the complaints.

5. DOCUMENTATION

The documents that are completed by the IT and are filed in the company's envelope are listed below:

- Complaints files with relevant documentation
- Forms listed on Annex A

6. AMENDMENTS

A/A	DESCRIPTION OF AMENDMENT	DATE OF AMENDMENT

7. DISTRIBUTION

RECIPIENT	NUMBER OF COPY
Q.A.M.	ORIGINAL



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ANNEX A

1	ΔΠ18.1/Ε01	CLIENTS COMPLAINTS
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