

PFI	PRÜF- UND FORSCHUNGSINSTITUT PIRMASENS E.V. - ZERTIFIZIERUNGSSTELLE -				9.	7		
	Complaints and Appeals				PROD	SYST	PRÄQ	ETI
	Revision				013			
Freigabe				2023-05-12				

Customers are informed about the possibility of complaints and appeals and the corresponding contact addresses. Corresponding information is also published on the PFI's website.

Complaints or appeals can be submitted to the following e-mail address:

beschwerdestelle-cert@pfi-germany.de

or in writing to:

Prüf- und Forschungsinstitut Pirmasens e.V.
Certification/Pre-Qualification Body - Complaints Office
PO Box 2225
66930 Pirmasens

The **complaint** is an expression of dissatisfaction, expecting a response, but in a different sense than an objection, by any person or organisation towards the PFI of its own activities or the principals it certifies.

An **appeal** is a request by a client for reconsideration of a certification decision made by the PFI.

The certification/pre-qualification body is responsible for all decisions at all levels of this process for handling complaints and appeals. It is responsible for gathering and verifying all necessary information to validate the appeal or complaint. In principle, complaints and appeals are handled by competent persons other than those who made the decisions underlying the objection or complaint. These persons must not have worked in an advisory capacity or been employed by the client in the last 2 years. This also applies to the persons who carry out assessment and decision-making to resolve the complaint or appeal of the client concerned. Submission, investigation of and decision on complaints and appeals shall not result in disadvantage to the complainant/appealant.

Information received by the certification/pre-qualification body/PFI from third parties, e.g. authorities or offices, is treated confidentially by the certification/pre-qualification body.

Complaints or appeals are recorded by the receiving staff member of the certification/pre-qualification body on the appropriate form and forwarded to the authorised staff of the certification/pre-qualification body. The authorised staff initiates the information of the client and the further processing. First, it is checked whether the complaint or objection concerns the PFI and whether they are justified.



FB 9.7.1 Complaint/Appeal

1. Appeals

Clients who have concluded certification agreements with the Certification/Pre-Qualification Body of the PFI have a right of appeal against certification decisions.

Appeals are processed according to the following procedure:

1. a member of staff receives the objection and documents it on the appropriate form. The objector is given a copy of the form.
2. the objector is informed in writing that the objection has been received and will be dealt with. The staff member checks whether the objection is valid.
3. the staff member checks whether the objection concerns procedures of the certification/pre-qualification body and which persons are affected by the objection. The objection is forwarded to the authorised staff of the certification/pre-qualification body.
4. The objection is investigated. All necessary information is collected for this purpose. The measures to be taken are determined. Measures relating to any previous similar appeals are taken into account.

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5. the implementation of the measures is followed up and documented.
6. implementation of corrections and corrective actions
7. depending on the nature of the measures and the time required for implementation, the effectiveness of the measures is evaluated.

The objector shall be informed of the progress and outcome of the objection. The decision must be made or evaluated and released by persons not previously involved in the facts underlying the objection. Decisions and the conclusion of the proceedings shall be forwarded to the objector in written form.

A negative decision, if applicable, may indicate the possibility of legal recourse as the last instance for disputes.

2. Complaints

Any person or organisation may lodge a complaint concerning the activities of the PFI's certification/pre-qualification body. The complaint must be submitted in writing to the PFI's certification/pre-qualification body. There it will first be checked whether the complaint relates to the certification/pre-qualification activity for which the certification/pre-qualification body is responsible. If this is the case, this is confirmed to the client. The complaint procedure is then initiated.

Complaints relating to a client of the certification/pre-qualification body will be forwarded to the certified/pre-qualified client concerned within 2 weeks.

The complainant will be given written notice that the complaint has been received and will be dealt with. Any necessary decisions on complaints will be forwarded to the complainant in writing.

Complaint procedure:

1. A member of staff will receive the complaint and document it on the appropriate form.
2. The complainant is notified in writing that the complaint has been received and will be dealt with. The staff member checks whether the complaint concerns procedures of the certification/pre-qualification body and which persons are affected by the complaint.
3. The staff member checks whether the complaint concerns procedures of the certification/pre-qualification body and which persons are affected by the complaint. The complaint is forwarded to the authorised staff of the certification/pre-qualification body. If the complaint does not concern any procedures of the certification/pre-qualification body, the investigation shall be closed, stating the reasons for the decision. The complainant will be informed in writing of the outcome and the reasons for the rejection.
4. The complaint is investigated. All necessary information is collected for this purpose. The measures to be taken are determined.
5. The implementation of the measures is followed up and documented.
6. Corrections and corrective actions are carried out
7. Depending on the nature of the measures and the time required for implementation, the effectiveness of the measures is evaluated.

The complainant shall be informed of the progress and outcome of the complaint. The decision must be made or assessed and released by persons who were not previously involved in the facts underlying the complaint. Decisions and the termination of the complaint procedure shall be forwarded to the complainant in written form.

The certification/pre-qualification body shall determine together with the client and the complainant whether and, if so, to what extent the subject matter of the complaint and its resolution must be made publicly available.