



MR&T CERTIFICATION BODY COMPLAINT HANDLING PROCESS

1. RECEIVING COMPLAINTS.

Responsible: Parties Committee / Technical Director

Claims book located in the office of the certification body.

Email: service@mat-research.com

2. REGISTRATION OF COMPLAINTS

They are recorded in the F-ADM-015 "RECORDS OF COMPLAINTS" format, and are sent to authorized personnel for investigation and validation.

3. RESEARCH, VALIDATION, ANALYSIS

Responsible: The parties committee.

Response time: (02) two business days

Procedure: Review of all records issued by the certification activity.

Affirmative answer: appropriate actions are taken. Negative answer: The customer is informed via email that the complaint does not proceed.

4. ACTIONS TO BE TAKEN AND FOLLOW-UP.

Responsible: The parties committee.

Corrective actions are taken as the case may be and the effectiveness of the actions taken is tracked and the client is informed of the decision.

5. CLOSING THE COMPLAINT PROCESS

Responsible: The parties committee/Technical Director.

Response time: (10) ten business days.

Procedure: Mail is sent to the customer informing them of the definitive closure of the complaint.

2021/01/13

Technical Director

MR&T