

Handling appeals, complaints, new facts

Application : 28/09/2026

Distribution: External

Version	Date of application	Nature of the change	Author	Approver
0	18/06/2025	Creation	Quality Manager	Managing Director
1	03/10/2025	Process review	Quality Manager	Managing Director
2	03/09/2026	Update of qualification requirement of the independent decision maker	Quality Manager	Managing Director
3	28/09/2026	Integration of ISO/IEC 17021-1	Quality Manager	Managing Director

1. Reference

No	Issuer	Title	Version
[R1]	ISO/IEC	ISO17029: Conformity assessment – General principles and requirements for validation and verification bodies	December 19, 2019
[R2]	ISO/IEC	ISO/IEC 17021-1: Conformity assessment – General principles and requirements for certification bodies	December 15, 2016

2. Related documents

Num	Title
PR13	Corrective action management

3. General

Trust CHECK handles all complaints and/or appeals from its clients before, during, or after mission assignments, or at any time from other parties of any kind.

The management of appeals and complaints is necessary in order to demonstrate the integrity and credibility of the Trust CHECK.

Trust CHECK is responsible for all decisions made in the complaint and appeal handling process. The analysis and decisions relating to appeals and complaints do not give rise to any discriminatory action.

This procedure is also available on our website or upon request.

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This procedure is also used when new facts are discovered after the statement or certificate has been issued.

The complaints process covers receipt, evaluation and decision-making. The Quality Manager ensures that information concerning the complainant and the subject of the complaint is handled confidentially throughout the process. Access to complaint records is restricted to authorised persons who need the information to handle, investigate or decide on the complaint. Information shared for investigation or communication purposes is limited to what is necessary, subject to applicable legal and contractual disclosure obligations.

Any non-compliance identified during the process will be handled in accordance with procedure PR13.

4. Definitions

Appeal: Request made by the client providing the declaration to our organization to reconsider all or part of the conclusions of the verification report.

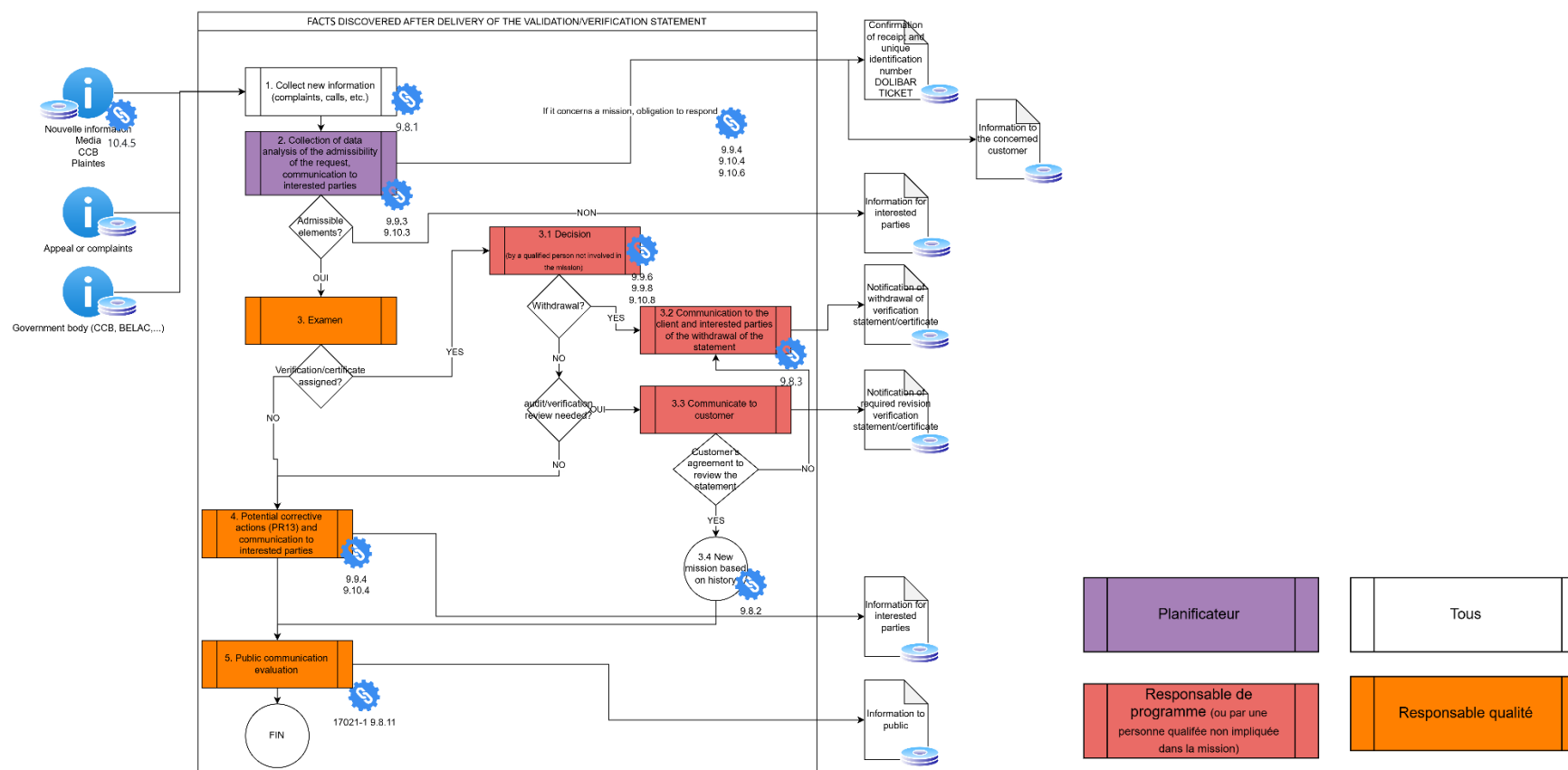
Complaint: Expression of dissatisfaction, other than an appeal, made by a person or organization to our organization, relating to the activities of our organization, to which a response is expected.

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5. Process



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6. Qualification of the independant reviewer

During the examination of an appeal or complaint, where the subject concerns an issued verification/validation statement or certificate already delivered, the Quality Manager shall appoint an independent reviewer with demonstrated competence and qualifications appropriate to the subject matter, considering the applicable conformity assessment activity, scheme, and technical or sector-specific field. The Quality Manager shall document the rationale for the selection of the appointed independent reviewer.

The Quality Manager shall ensure that the appointed reviewer is independent, has not been involved in the matter concerned, and has no conflict of interest.

7. Registration

All calls and complaints are recorded in the company's information management system via ticket management.