ORDER
CONSIDERATIONS COMPLAINTS

Present complaint Maybe any organization, person-participant process certifications or face, interested V results certifications, right which, By in her opinion, violated. Complaint is heading By form Applications 1.

Process consideration complaints provides for next stages:

- reception And registration received complaints, V volume number establishment contact persons and stable communication channels for interaction;

- consideration complaints, analysis contents complaints And definition responsible persons, at necessity request additional information;

- acceptance solutions By complaint;

- timely informing bearer O accepted decision.

IN complaint should be indicated reasons disagreements, given justification disagreement with solution CB RusQuality-Halal-Export certification", indicated documents And etc. (Application 1). Complaint is served Not later how through 30 calendar days after solutions, taken out Organ By certifications, With which The applicant does not agree.

Complaint is registered V day her receipt. Reception And registration received complaints is being carried out V "Magazine registration incoming documents."

Receipt each complaints confirmed notification bearer complaints about admission And registration filed them complaints. Notification is being carried out using available funds connections (telephone or electronic almCBt) if the information specified is present in the complaint.

Initial answer bearer sends out appointed Head of , in writing view Not later, how through 3 workers days after dates registration of a complaint indicating:

- information O receiving complaints;

- dates And registration numbers;

- deadlines consideration complaints And acceptance solutions.

After admission complaints V CB RusQuality-Halal-Export "Certification" is being carried out her consideration V term, Not exceeding 30 workers days With dates its registration. Supervisor CB V flow 3 workers days forms commission.

Maximum term provision answer By complaint - 10 workers days With the moment of its registration.

Compound documents, attached To complaint, is determined bearer complaints, depending on the merits of the dispute. To make decisions on contentious issues CB RusQuality-Halal-Export certification" Maybe request the complainant to submit the necessary additional documents.

Complaints, By questions, related With procedures And forms documents, established V legal And regulatory documents Russian Federations or organizational and methodological documents accrediting organ, Organ certifications does not consider.

If complaint refers to To certified V CB RusQuality-Halal- Export certification" products, That CB directs copy complaints holder сэрти фиката. Holder certificate conformity must provide V CB information O accepted measures, A Also actions By prevention receipts repeated similar complaints.

At disagreement With accepted solution, bearer complaints has right appeal his, having submitted appeal, according to order, which located V open access to website. CB RusQuality-Halal-Export certification" or contact to higher authorities.

Solution superiors instances is final.

Accepted V relation considered complaints Solution, decorated V in accordance With requirements real documented procedures, is being sent to the bearer's address in writing, using means of communication.

Second copy solutions, All documents And materials By work With complaint are stored V case Complaints V CB» at Manager CB, With subsequent transmission V archive. Deadline storage materials By work With complaint V archive 5 years.

If on solution By complaint, V flow 30 calendar days With moment his departures Not received objections from bearer, it counts accepted.

ORDER RECEPTION AND REGISTRATION APPEALS

IN cases occurrence disagreements between participants certifications By various questions, related With conducting certifications - appellant has right to appeal By controversial questions With appeal, on Name Manager RCBkachsetsva. Reception And consideration appeals is way protection interests consumers of CB services.

Appellant Maybe be any organization or any person-participant certification process or face, interested V results certifications, right which swarm, By her opinion, violated or Not satisfies taken out solution.

Appeal is being drawn up appellant V in accordance With form, presented on the website CB RusQuality-Halal-Export certification» (Application 2), subscribes leader organizations, or representative organizations, pCBsessing power of attorney on right signatures documents from name organizations, And seals (if any).

Appeal is served By mail, at personal reception or on electronic address CB "RusQuality-Halal-Export Certification" no later than 30 calendar days days after solutions, accepted Organ By certifications products With which rym appellant Not agree. IN appeals should be indicated: reasons spore, justification given disagreement With taken out solution, indicated documents And etc.

Supervisor CB registers appeal V "Magazine registration complaints And appeals " V day receipts appeals With appropriation to her registration incoming number and forwards the appeal to the Manager.

Receipt each appeals immediately confirmed to the appellant (For example, by phone or electronic mail) With mandatory confirmation from the appellant's fact of receiving registration of his appeal.

Commission By appeals should be organized V flow 3 workers days from the moment the appeal is registered.

Commission should consider appeal And study emerged situation. Initial answer must be sent to the appellant V in writing view Not later, than through 3 calendar days after dates statements commissions, With indicating:

- information O receiving appeals;
- dates And registration numbers;
- information O deadlines consideration.

At discussion questions By appeals are present only members Commissions.

IN case occurrence disagreements at members Commissions or shortcomings information, Commission Maybe additionally discuss question With one from sides And experts or pCBtpone discussion on other meeting. Solution O transfer consideration question should be noted V protocol meetings.

Commission accepts solution simple by the majority votes, open by voting, draws up his protocol meetings V arbitrary form. Protocol meetings subscribes chairman Commissions And is endorsed experts - members of the Commission.

On basis protocol meetings is being drawn up solution Commissions.

Maximum term provision answer - 10 workers days With moment her registration .

Solution is being drawn up chairman Commissions according to rules design.

Solution By appeals is attached To protocol, is being sent to the appellant V in writing, using means of communication that ensure fixed dispatch or under receipt. Copy protocol, copy solutions Commissions, documents and materials work Commissions remains at Manager CB according to rules storage And transmissions documents V archive V established in order QMS. Term storage of materials By work With appeal V archive 5 years.

If on solution By appeals V flow 30 calendar days With moment his departure Not received objections from appellant, it counts accepted.

Solution Commissions For manager CB is mandatory.

At disagreement appellant With solution accepted Commission, He Maybe, having notified the Commission to appeal to higher authorities.

Solution superiors instances is final.

APPLICATION 1.
Form complaints

To the Head of
the Autonomous non-profit organizations
"Russian system quality"
Protasov M. A.

1. Intelligence O applicant complaints:

Name _____

_____

Organization

_____

Address

_____

PCBtal code _____

_____

City

_____

Country

_____

Phone/Fax

_____

Email

_____

Who acts on behalf of the complainant? _____

Contact face (If Great from previous point)

_____

2. Object complaints:

- activity OC;

- activity holders certificates.

3. The essence complaints

Date occurrence _____

4. Description disagreements

Date_____ Signature _____

5. Application Scroll attached documents

APPLICATION 2.
Form appeals

APPEAL

To the manager
Autonomous non-profit organizations
"Russian system quality"
Protasov M. A.

1 Intelligence O bearer appeals

Full name _____

Name of the organization _____

Location address _____

Address of implementation activities _____

Telephone _____

OGRN _____

Who is valid from name appellant (if applicable) _____

2 Object appeals

- activity CB _____

-safety certified products _____

3 The essence appeals

Date of origin _____

Description _____

4 Date, signature

Date _____

5 Applications

Scroll attached documents