

Complaints and Appeals notice on line



1. Purpose 目的

This procedure is specially developed to effectively and timely handle complaints and appeals regarding certification activities, increase customers' satisfaction and maintain each party's confidence on Pioneer Testing Technology (Hangzhou) Co., Ltd.(hereafter as Pioneer(Hangzhou)).

为及时、有效地处理与认证活动相关的投诉和申诉，增强客户满意度，维护客户及相关方对帕恩检测技术（杭州）有限公司（以下简称帕恩（杭州））及其认证活动的信心，特制定本程序。

2. Scope 范围

This procedure is applicable to handling of all complaints and appeals regarding certification activities conducted by Pioneer(Hangzhou).

本程序适用于与帕恩（杭州）进行的认证活动有关的投诉和申诉的处理。

3. Definition 定义

Appeals: request Pioneer(Hangzhou) by applicants for reconsideration of certification decisions of certified product/system/service.

申诉：申请人要求帕恩（杭州）重新考虑被认证的产品、体系或服务的认证决定。

Complaints: a complaint is an expression about the displeasure of a service rendered. The complainant usually has a specific goal with his complaint, e.g. correction, improvement or revision. A complaint is therefore the direct or indirect indication that services provided by Pioneer(Hangzhou) did not fulfil the expectations or were otherwise unsatisfactory.

投诉：投诉是对所提供服务有不满的一种表达。投诉人通常对其投诉有明确的目的如更正、改进或修订。因此，投诉直接或间接表明帕恩（杭州）提供的服务没有达到预期或令人不满意。

4. Procedures 程序

4.1 Policy for Handling Complaints and Appeals 投诉和申诉处理的方针

Policy of Pioneer(Hangzhou) for handling complaints and appeals are: open and positive, timely and effective, impartial and transparent.

帕恩（杭州）处理投诉和申诉的方针是：开放积极、及时有效、公正透明。

Open and positive: shall treat every complaint and appeal open and effectively;

开放积极：开放、积极的对待每一起投诉或申诉；

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Timely and effective: timely collect and verify all necessary information, timely provide complainant or appellant with the information of handling process and results, solve complaints or appeals effectively as much as possible;

及时有效: 及时收集和验证所有必要的信息, 及时向投诉人或申诉人提供处理进程和结果的信息, 尽最大可能有效地解决投诉或申诉;

Impartial and transparent: treat every complaint or appeal impartially to make sure process and result are transparent. Personnel who have provided consultancy for the client, or been employed by the client shall not review or approve the resolution of a complaint or appeal for that client within two years following the end of consultancy or employment.

公正透明: 公正地对待每一起投诉或申诉, 确保处理过程和结果的透明。曾为客户提供过咨询或曾被客户聘用过的人(包括承担管理职责的人), 在结束咨询或聘用关系两年之内, 不对投诉或申诉的解决进行复核或批准。

4.2 Acceptance of Complaints and Appeals 投诉和申诉的受理

Each individual or organization can make complaints to Pioneer(Hangzhou). Complaints can be in written form or in oral.

任何人员或组织都可以就帕恩(杭州)的认证活动向帕恩(杭州)进行投诉。投诉可以以书面方式或口头的方式提出。

Appeals can only be made by certification applicants in formal written form to Pioneer(Hangzhou).

申诉只能由认证申请人以正式的书面方式向帕恩(杭州)提出。

4.3 Collection and Verification of Information 信息收集与验证

Pioneer(Hangzhou) shall collect all necessary information for handling complaints and appeals, including application forms, certification contracts, testing records and reports, factory inspection records and reports, products information and technical documents, certification review and decision records, certificate and etc.. If necessary, business units which take the evaluation tasks shall provide other relevant necessary information within 2 days.

Pioneer(Hangzhou) 负责收集所有为解决投申诉所必需的信息, 包括客户申请表、认证合同、检测记录和检测报告、工厂检查记录和报告、产品信息和技术资料、认证复核和决定记录、认证证书等。需要时, 可以要求承担评价任务的业务单元及相关人员配合提供有关信息, 信息应在两个工作日内提供。

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Pioneer(Hangzhou) are responsible for communicating with complainant or appellant, hearing their opinions and collecting relevant information. 投申诉处理人员应负责与投诉人进行沟通，听取其意见以及获取相关信息。

Pioneer(Hangzhou) shall analyze and verify collected information , and make decision and reply for the complaints or appeals within 60 working days 投申诉处理人员将根据收集信息分析和确认并在60个工作日内做出处理决定并答复。

5. Records 记录

Documents and information which are gained and used during investigation of complaint or appeal shall be kept. 申投诉调查过程中获得和使用的文件和信息将被记录和保存。

6. Form表格

“On-line Complaint and appeal Form”