## Document version

Version: 4

Date: 25 September 2024

## Procedure

An appeal is a formal notification of disagreement with a (certification) decision within a certification process, or request by the provider of the object of conformity assessment to CUC for reconsideration of a decision it has made relating to that object.

A complaint is a formal expression of dissatisfaction, other than appeal, by any person or organisation regarding a CUC employee‘s behaviour, CUC methodology, or work executed under contractual responsibility of CUC by a critical office or subcontractor, where a response is expected.

A concern is either an expression of dissatisfaction by any person(s) within the CUC organisation, or a complaint that for some reason cannot be admitted and handled as a complaint (for example because it was submitted anonymously), or allegations. These issues are considered to be of such severity that follow-up is advisable, provided that the concern relates to certification activities. Concerns may be used as starting points of trajectories for internal improvement.

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| --- | --- |
| Date |  |
| Your Organisations name |  |
| Your personal name |  |
| Your address |  |
| Telephone |  |
| Fax |  |
| e-mail |  |
| Related Scheme |  |
| Type  (cross out what is not applicable) | Complaint  Appeal  Concern |
| Description  Please describe your complaint/appeal/concern as much as possible (“who, what, where, when”) and provide any necessary documentation if applicable | |
| Evidence  Please specify the evidence for your complaint/appeal/concern. | |

Please return this form to [certifications@controlunion.com](mailto:certifications@controlunion.com)

Or to: P.O. Box 161

8000 AD Zwolle

The Netherlands

For further information you can call: +31 (0)38 – 42 60 100

In case you need support from the office you are affiliated with, below is the link to indicate the contact details controlunion.com