



Guidelines on Complaints and Appeals Procedures for Conformity Assessment Services

BACKGROUND

Cotecna conformity assessment services are classified into:

- Verification of Conformity (VOC)
- Product Certification

Cotecna Verification of Conformity (VOC) programs are the ad hoc solution offered by our company in response to the compulsory mechanisms implemented by Governments to ensure the compliance of imported goods with local standards and regulations. Cotecna is officially accredited by them to carry out the necessary product verification and issue the Certificate of Conformity (CoC) required to clear goods upon arrival.

Product certification is a means of demonstrating that a product, process, or service satisfies specified requirements. Manufacturers and Traders can reduce their costs by testing and certifying their product once for a relatively large market.

The Cotecna Product Certification Scheme aims at providing Third Party Guarantee of quality, safety and reliability of products to the ultimate customer.

In over 40 years of experience as one of the leading companies worldwide, our concern for all stakeholders' needs has allowed us to provide cutting edge services in constant evolution which balance technological quality with proven safety measures. This approach adapts to our clients' ever changing needs, reduces risk and enhances productivity, helping their merchandise reach the market faster.

The conformity assessment services complaints and appeals process has the following objectives:

- To register and address complaints from clients of conformity Assessment Services
- To register and address complaints about Cotecna clients from stakeholders
- To register and address complaints about the Conformity Assessment Programs
- To ensure that valid complaints and appeals are handled properly and in a timely manner

NOTES

- Cotecna shall address complaints/appeals only if related to the requirements of the conformity assessment services Programs.
- Cotecna will not respond to anonymous complaints and appeals and all communications must

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- be in writing.
- Full implementation of actions is carried out in compliance with the relevant procedures within the conformity assessment services management system(s).

DEFINITIONS

The term “Complaint” indicates the dissatisfaction expressed by any client or stakeholder concerning one of the following cases:

- the activities of the company, where a response is expected;
- the conduct of individuals working for our organization.

The complaint may be either written or verbal.

“Appeal” is a request by either the provider, seller or buyer of the inspected item for reconsideration of a decision we have made regarding that item. Any request for reconsideration of our technical decisions received after the issuance of a Certificate will be considered an appeal.

HOW TO REGISTER A COMPLAINT/APPEAL

In general, for complaints or appeals, our clients or any other stakeholders can refer to our [Complaints & Appeals Form](#) which you can download on our website.

PROCEDURE

- Address the complaint or appeal –as defined in the “Definitions” section- to a local Cotecna office. Please substantiate your request with objective evidence and a detailed description of locations, dates and people concerned to the best of your knowledge.
- The recipient of the complaint or appeal shall acknowledge the receipt and guarantee that a prompt and accurate investigation of the issue will be conducted.
- Acknowledgment is normally sent within one working day of reception.
- All such incidents are registered in a dedicated log in our database where they are thoroughly investigated under the responsibility of the concerned office and the supervision of the department manager. In order to contact the appropriate office according to your country of export, please download our [Cotecna Contact List](#).
- The results of investigation are then communicated to the client or any other stakeholder by the office involved. That is normally carried out within the following 7-10 working days from the date of reception of all necessary documentation and information.
- In case you were dissatisfied with these results, you have the possibility to submit a request for reconsideration which will be investigated by a higher level manager, notably the appropriate Regional Manager.

Contact details:

Regional office Buenos Aires – For the Americas: carolyn.tan@cotecna.com.sg

Regional office Singapore – Countries other than the Americas: carolyn.tan@cotecna.com.sg

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