

SUMMARY

1	AIM AND APPLICATION FIELD.....	2
2	REGULATIONS REFERENCE.....	2
3	TERMS, DEFINITIONS, CLASSIFICATIONS AND CODES	2
4	CLAIMS	2
5	COMPLAINTS	3
6	CONTENTIOUS	3
7	CONSEQUENT ACTIONS	4
8	REGISTRATION.....	4
9	RECIPIENTS OF THE PRESENT PROCEDURE.....	4
10	INTERNAL REFERENCES	4

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02	Clarifications complaints examination	02/01/2013	RD	DIR	PRS
03	Review for regulation updating	01/02/2014	RD	DIR	PRS
04	Review paragr. 4 e 5	02/04/2015	RD	DIR	PRS
05	Review paragr. 2 e 3	01/10/2018	SRD	RD	PRS
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07	Review paragr. 2				

1 AIM AND APPLICATION FIELD

The present procedure describes the treatment process by ICEPI S.p.A. of claims, complaints and contentious regarding Customers, which have agreed with ICEPI a contract about supply of service/certification/check/inspection, or other parties interested in.

2 REGULATIONS REFERENCE

See the references in document GEN EL15 section System.

3 TERMS, DEFINITIONS, CLASSIFICATIONS AND CODES

Who claims. Person, organization or representative of the same, who is presenting a claim to the Institute.

Claims. Expression of non-satisfaction addressed to the Institute, regarding its services and process of claims treatment, where an answer or a solution in explicit or not explicit way is expected.

Complaints. Request or application addressed against an action or decision of the Institute, taken in the context or in the end of providing certification/check/inspection, so to obtain the change and/or cancellation.

Contentious. Complex of documents and/or procedures activated by party/ies wanting to bringing an end to, through others intervention, disputes related to the activity of supply of service/certification/check/inspection.

Interested party. Person or group of people having an interest in performances and in organization success.

Customer Satisfaction. Customer perception in satisfying their requirements.

Codes used in these documents:

CSI	Mechanism for safeguarding impartiality
DIR	Management (= Board of Directors)
IT	IT Manager
PRS	President of Board of Directors
RD	Board of Director reference person
RT	Technical Department Manager
TI	Inspector

4 CLAIMS

Only claims coming to ICEPI S.p.A. in written form, in case they referred to an activity of supply of service /certification/check/inspection of ICEPI responsibility and in case they are supported by elements of validity (evidences), will be examined and treated so to adopt all corrections and/or necessary corrective actions. Claims arrived to ICEPI by anonymous way are not taken into consideration.

The process of claims treatment is managed by ICEPI under confidentiality restrictions, both regarding who is claiming and regarding the content of the claim itself.

The role managing the claim must have not taken part into the process object of the complaint and must guarantee the technical skill at least equal to that of the person who conducted the process.

The claim, involving a role, must be managed by a hierarchically superior role or at least the same hierarchically.

The role responsible of claim management is in charge to collect and verify all the necessary information regarding the object of the claim, so to validate the claim itself and draw the necessary evaluation elements.

The examination of claim is carried out by the role in charge with the possible collaboration by RT of the interested Department, of RD and/or other roles, provided that they're not involved in the process. If necessary, with the aim to avoid the repeating of problems and so to ensure the continuous improvement of operating activities, the conclusions are presented to the Board of Directors.

When possible, ICEPI S.p.A. confirms to who's claiming the receiving of what presented within 5 (five days) from the receiving and informs about the treatment working progress (if requested), the results and related conclusions within 30 (thirty) days by sending of confirmation receipt.

In case the person claiming is different from a certified Customer, he is informed about the content of the claim. The examination of the claim in this case can include the verification of effectiveness of the service provided; the Customer can be object of further verifications, if applicable, even with short notice. The results of these verifications are communicated to who is claiming and, when applicable, to Accreditation Body/Authorities/Ministries, in compliance with confidentiality restrictions and specific applicable provisions.

ICEPI, always in respect of further applicable provisions, agrees with the Customer and with who is claiming if and whether and to what extent make public the content of the claim as well as its resolution.

The claims management can include even a targeted analysis of the causes of possible non-conformities from ICEPI or from inspectors in charge with the verifications, in relation to the need to ensure Customer satisfaction, the procedure respect, of related rules and regulations and efficiency of the activities carried out by the Institute.

5 COMPLAINTS

Every Customer, having drawn with ICEPI a contract of certifications/verification/inspection, or an applicant of certifications/verification/inspection can present written complaint against the decisions of the Institute, such as for example suspension/revoked of the certification or missed acceptance of certification request.

Every written complaint arrived at ICEPI S.p.A., is taken into examination and treated so to adopt all corrections and/or corrective actions necessary, without arising discriminatory actions against who is presenting the complaint.

ICEPI is responsible for the decisions, at all levels of its organization, in relation to the complaint treatment process, by guaranteeing the necessary independence.

The examination of the complaints (included those presented for further inspections executed on legal mandate) is made by a Commission appointed by the President of Board of Directors, questioning, where considered necessary the Safeguarding Impartiality Committee (CSI).

The examination of the complaint must be executed by roles not having taking part to the process object of the complaint.

The Technical Department Manager of the involved department has the task to collect and verify all necessary information regarding the object of the complaint so to allow to the Commission to validate the complaint itself and deduce the necessary elements for the evaluation, even on the basis of the results of further previous similar complaints.

In case of acceptance of complaint by the Commission in charged, the President of Board of Directors must adopt suitable actions regarding the Customer and/or inside ICEPI. The RD must even verify the application and effectiveness of actions adopted inside ICEPI S.p.A.

In case there are not sufficient elements for the acceptance, the complaint is rejected, motivating the decision.

ICEPI S.p.A. confirms the receiving of the complaint within 5 (five days) from receiving, provide to who has presented information regarding the treatment working process, the results and related conclusions within 60 (sixty) days from the forwarding of confirmation receiving.

As far as possible, the complaint involving a role, is validated/reviewed by the role hierarchically superior, provided that the superior role could guarantee equivalent technical skill. For example, a complaint after a decision taken by a TI or by a resolution committee typically can be examined by a department RT in case he has not covered one of these roles. In this case the compliant could be assigned to a substitute of RT or to another TI.

6 CONTENTIOUS

The resolution of possible contentious developed between parties, directly or indirectly, for the application or for the interpretation of an Operating Procedure of certification, check, inspection of ICEPI is devolved exclusively to the award of an arbitral board according to procedure of informal arbitration.

This college is composed by three members, two of which nominated by the parties, one for each, and the third, with function of president of arbitration board, by two arbitrators nominated by the parties. In case of agreement missing, the arbitrator is nominated by the president of Piacenza court. The expenses of arbitration are charged on unsuccessful party. The arbitration place is Piacenza. Provided that, the arbitrators cannot be interested party.

7 CONSEQUENT ACTIONS

In case a claim/complaint/contentious is found to be caused by non-conformities of the management system, this will have to be treated as indicated in “Procedure of Management of NC, AC (corrective action) and AP (preventive action)” (GEN PG02). The application of the procedure guarantees the application of the related measures.

8 REGISTRATION

Every claim, complaint or contentious is registered by RD in the “Claims, Complaints, and Contentious list” (GEN EL07). The related documents are filed on the company intranet, by the role in charge with the management, in dedicated folders together with the documents related to the following actions. For every case the following information, as applicable, are kept:

- identification of who is making claim/complaint/contentious;
- short description of claim/complaint/contentious with reference to supporting documents presented;
- ICEPI documents;
- responsible role of the analysis made;
- motivated result of the examination (with reference to further decisions by CSI) and following actions;
- further non-conformities or shortages of ICEPI and related corrections and/or corrective or preventive actions adopted (with indication of the related times and responsibilities);
- Board of Directors approval;
- closing of set out actions.

The storage and paper filing are by general secretary of ICEPI S.p.A. with placement of the related dossier in the controlled archive of ICEPI.

9 RECIPIENTS OF THE PRESENT PROCEDURE

This procedure is destined to:

- Staff of every department (internal or external);
- Staff with role of sales, administrative and IT management;
- External staff involved in the possible assignment of outsourced activities;

- IT for publication on WEB site of the Institute.

10 INTERNAL REFERENCES

GEN DC03	Quality system management Manual for Product Certification Activity
GEN DC04	Quality system management Manual for Inspection Activity
GEN EL07	Claims, Complaints and Contentious list
GEN PG02	Procedure of Management of NC, AC, AP