

INFORMATION ON DISPUTES AND APPEALS PROCESS

争议和申诉过程信息

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Page 1 of 3

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This process only applies to disputes and appeals related to Business Assurance activities
此过程仅适用于针对 BA 活动的争议和申诉

Purpose 目的

To provide an overview of Intertek's process for receiving, evaluating, and making decisions on disputes and/or appeals.

为 INTERTEK 争议和/或申诉的接收、评估以及决定过程提供一个概述。

Scope 范围

Intertek has a comprehensive process to handle disputes & appeals. This process satisfies the requirements of both ISO/IEC 17021-1 and 17065. The process is to be used by Intertek and Intertek's clients who wish to dispute a nonconformity(ies) or a certification decision, including suspension, withdrawal and/or scope reduction. It also applies in the case of clients who are not satisfied with the results of the dispute process and wish to appeal the decision

INTERTEK 已拥有一个全面的争议及申诉处理过程。该过程需满足 ISO/IEC 17021-1 和 17065 的要求。此过程是用于对不符合或认证决定包含暂停、注销和/或认证审核决定缩减认证范围提出争议时使用的。此过程也同样适用于当客户对争议过程结果不满意，希望申诉争议结果时使用。

Definitions 定义

Dispute: A difference in interpretation of a requirement which justifies formal documentation for further evaluation.

Appeal: A formal request for reconsideration of any dispute decision

争议：针对正式文件内容有异议，要求做进一步评估的请求。

申诉：一个关于对任何争议决定提出的要求重新审议的正式请求。

Note 备注

Submission, investigation and decision on disputes and appeals shall not result in any discriminatory actions against the client filing the appeal and/or the dispute.

提交、调查以及对争议和申诉的决定，不得导致对客户提起的申诉和/或争议有任何歧视性行为。

1. Disputes 争议

1.1. A client wishing to dispute an Intertek decision shall, within 30 days of the decision, submit a dispute to Intertek by Email at: disputes.appeals.ba@intertek.com.

客户想要对 Intertek 做出的决定提出争议，应在决定做出的 30 天之内，以邮件形式提交争议内容至 Intertek 电子邮箱地址: disputes.appeals.ba@intertek.com。





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Page 2 of 3

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- 1.2. Within 10 business days of the receipt of the dispute, Intertek will acknowledge receipt of the dispute by formal correspondence with the client.
争议收到 10 个工作日之内，Intertek 将以正式信函告知客户争议内容已收到。
- 1.3. Competent personnel who were not involved with the audit and/or decision making process related to the dispute will perform the investigation. The investigation may include a review of the client's documented dispute, related reports, and consultation with the audit team members as well as with the client's management.
参与审核及/或对相关争议内容做出决定的有能力的人员将不能实施调查。调查可包括评审客户争议记录、有关报告以及咨询审核组成员和客户的管理人员。
- 1.4. Intertek will document the decision related to the outcome of the investigation and forward it to the client within 30 working days of receipt of information related to the dispute. Intertek will also inform the client of right to appeal the decision.
Intertek 将决定在收到有关争议信息的 30 个工作日内转发给客户。Intertek 也会通知客户其对决定的申诉权利。

2. Appeals 申诉

- 2.1. A client wishing to exercise its right to appeal a dispute decision shall, within 30 days of the dispute decision, submit the appeal to Intertek by Email at: disputes.appeals.ba@intertek.com.
客户希望收到争议决定 30 天之内行使其对争议决定提出申诉的权利，应以邮件形式提交申诉内容至 Intertek 电子邮箱地址:disputes.appeals.ba@intertek.com。
- 2.2. Within 10 business days of the receipt of the appeal, Intertek will acknowledge receipt of the appeal by formal correspondence with the client.
申诉收到 10 个工作日之内，Intertek 将以正式信函告知客户申诉内容已收到。
- 2.3. Appeals will be processed by a panel of three (3) members appointed by Intertek's management
申诉将由任命的 Intertek 管理层 3 人小组来处理。
- 2.4. The panel is responsible for investigating, validating, and documenting the resolution of the appeal. Members of the Appeals Panel will make judgment based on facts and evidence provided.
3 人小组负责调查、确认，以及记录申诉的决议。申诉小组成员会基于事实和提供的证据进行判断。
- 2.5. Intertek will document the decision related to the outcome of the full and thorough investigation and forward it to the client within 30 working days of receipt of the appeal.
Intertek 将在 30 个工作日内将有关申诉结果转发给客户。
- 2.6. The decision of the panel shall be the final decision of Intertek.
小组的决定应是 Intertek 的最终决定。



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Document #: GOP208-INFO	Release Date: 03-JUN-2016	Page 3 of 3
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REVISION LOG

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0	New Document for posting on Intertek's website	03-JUN-2016