

COMPLAINT HANDLING PROCESS 投诉处理过程

Document #: GOP216

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Approver: Global VP, Tech Management & Quality

**This process only applies to complaints related to Business Assurance activities.
此过程仅适用于针对 BA 活动的投诉**

1. Purpose 目的

To describe the complaint handling process, including receiving, validating, investigating, developing and implementing actions to address the complaint.

描述投诉处理过程，包括接收、验证、调查以及决定应对投诉所采取的行动。

2. Scope 范围

This process applies to complaints relating to Intertek's certification/auditing services, and complaints against Intertek's certified/audited clients.

此过程适用于 Intertek 认证/审核服务有关的投诉，以及针对 Intertek 获证/审核客户的投诉。

For complaints issued by clients holding JAS-ANZ traceable certifications or complaints against clients holding JAS-ANZ traceable certifications, please refer to section 10 below for additional requirements. 针对拥有源自于 JAS-ANZ 认证客户的投诉或者投诉获得 JAS-ANZ 认证的客户，请参见以下第 10 部分获取额外的要求。

Accreditation requirements, such as ISO17021, ISO17065, rules for IATF16949, all require the following basic steps:

认可要求，如 ISO17021、ISO17065、IATF16949 规则，都要求以下基本步骤：

- a) receiving, validating, investigating with clients or non-clients subject of the complaint
接收、确认和调查与与或非客户有关的投诉
- b) determining the root cause
确定根本原因
- c) ensuring that any appropriate correction and systemic corrective actions are taken,
确保采取适当的纠正和系统性的纠正措施，
- d) notifying and providing progress reports and the outcome to the complainant, and informing of the right to appeal Intertek's decision
通知并向投诉人提供进度报告和结果，并告知对 Intertek 的决定提出上诉的权利
- e) maintaining records of appeals, complaints, claims, and actions taken.
保留申诉、投诉、索赔及采取的行动的记录。

- Note: The decision to close the complaint shall be made by, or reviewed and approved by, individual(s) not previously involved in actioning the complaint, in other words a competent individual shall be reviewing the action plan, results and close complaint based on evidence available





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备注：关闭投诉的决定应由以前未参与处理投诉的个人做出或评审和批准，换句话说，一个有能力个人应根据可获得的证据评审措施计划、结果并关闭投诉

The main objective of the complaint process is to ensure that sufficient information is entered in the Complaints Log [here](#) that provides evidence of:

处理投诉的主要目的是确保在本处 [here](#) 的投诉记录内输入充分的信息，以证明下列事项：

- all issues identified by the complainant are addressed in the investigation,
所有由投诉人发现的问题都会在调查中得到解决，
- root causes for all the issues are recorded and the method used to identify and select relevant/applicable root causes
记录所有问题的根本原因，以及用于识别和选择相关/适用的根本原因的方法
- issues which are repetitive or systemic are identified and corrective action is raised if required in our [CAPA log](#)
识别重复或系统性的问题并提出纠正措施，在 CAPA 里记录 [CAPA log](#)
- where required, communication to the complainant of the progress of the investigation,
如有需要，向投诉人通报调查进展，
- communication to the complainant of the outcome of the investigation,
向投诉人传达调查结果
- the person performing the final verification and closure is independent of those that performed the investigation and implemented the actions, and
执行最终验证和关闭的人员独立于执行调查和实施措施的人员，并且
- the verification process confirms that the investigation and actions implemented have addressed the issue(s) identified by the complainant
验证过程确认所实施的调查和行动已经解决了投诉人发现的问题

3. Responsibilities 职责

- Technical Manager: In the case where the contracting office is an accredited Business Unit (or Hub), the Technical Manager is responsible for the application of the process
技术经理：当缔约办公室是一个认可的业务部门（或技术中心），技术经理负责该过程的运用。
 - The term “Technical Manager” referred to in the above, is equivalent with “Program Manager” or “Account Manager” in the Supplier Management operation, as per below split responsibilities:
上述术语中所指的“技术经理”，相当于供应商管理业务中的“项目经理”或“客户经理”，职责分工如下：
 - Program manager: responsible to manage a program, including performance, KPIs, improvements, including first response for complaints, ensures training and calibration of personnel working in the program
项目经理：负责管理项目，包括绩效、KPI、改进，包括对投诉的第一响应，确保项目人员的培训和校准



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- Account manager: commercial responsibility for the account, working on growing business, maintain/improve relationship with client, involved with complaints when escalated to them. Works closely with program managers and supports with complaint management
客户经理：负责客户的商业责任，促进业务发展，维护/改善与客户的关系，处理升级后的投诉。与项目经理密切合作，并支持投诉管理
- BA General Manager: In the case where the contracting office is an unaccredited business unit, the tasks assigned below to the Technical Manager are assigned to the BA General Manager or a designated staff appointed by the BA General Manager
BA 总经理：当缔约办公室不是一个认可的业务部门，分配给技术经理以下的任务将分配给 BA 总经理或 BA 总经理任命的员工。
- Global Account Manager: In the case of complaints related to global accounts, the Global Account Manager shall work with the Technical Manager or BA General Manager to the resolution of the complaint
集团客户经理：如果投诉涉及集团客户，集团客户经理应与技术经理或 BA 总经理合作解决该投诉。
- Global technical team: responsible to manage and coordinate investigations and actions when the complaint has a global impact, it is escalated by Account manager/Technical manager/Program manager or the recommendations involves changes to the BA GMS - Global management system
集团技术团队：当投诉具有全球性影响时，集团技术团队来负责管理和协调调查和措施，并由客户经理/技术经理/项目经理进行升级，或建议涉及 BA GMS -全球管理体系的变更

4. References 参考

GOP216-INFO Information on Complaint Handling Process available on website, which covers the information needed by external parties to file complaints

GOP216-INFO 投诉处理过程的信息网站上有提供的，包括外部方提交投诉所需的信息

5. Definition 定义

- Complaints: Expressions of dissatisfaction made to Intertek **whether oral or in writing**, with regards to its certification/auditing services or its certified/audited clients/facilities, where a response or resolution is explicitly or implicitly expected.
投诉：对于 Intertek 的认证/审核服务或其认证/审核客户表达**口头或书面的不满**，Intertek 收到后应予以明确回复或告知解决方案。
- Designated investigator: Competent personnel who was not involved with the audit and/or decision-making process related to the complaint.
任命的调查人：未包括在与投诉有关的审核以及/或所做决定的过程中的有能力的人员。
- Repetitive and/or systemic issues: issues affecting the entire GMS, multiple countries or across multiple processes, due to a repetitive problem or a problem inherent in the overall system, rather than due to a specific, individual, isolated factor
重复性和/或系统性问题：由于重复性问题或整个系统固有的问题，影响整个全球管理体系、多个国家或多个过程的问题，而不是由于特定的、个别的、孤立的因素



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Notes:

- The complaint handling process is subject to the requirements for confidentiality.
投诉处理过程应遵守保密要求。
- This process does not apply in the case of complaints related to financial/commercial matters. Nevertheless, in such cases, the issue is to be directed to the Business Unit BA General Manager
此过程不适用于有关财务/商务投诉。然而，这种情况应直接汇报给业务部门 BA 总经理。
- Where a client's request/concern/question/expectation not met, is resolved in a single interaction with a client (telephone call or replying to a written communication), and doesn't require any investigation, such case shall not be treated as complaint and entered in the Complaints log. Most of the time, client is missing information or doesn't understand the output of our service, hence providing additional information will address client's concern.
当客户的要求/担忧/问题/期望未满足时，在一个交流中与某一客户沟通解决（电话或针对沟通的回复书面），而不需要任何调查，这种情况下不得视为抱怨并录入到投诉日志中。大多数情况下，客户缺少信息或不理解我们的服务输出，因此提供额外的信息将解决客户的担忧。
- For complaints related to integrity/compliance, the complainant will be acknowledged and the complaint will be forwarded to Local Compliance Officer/Manager to process in accordance with Intertek Integrity Compliance Handling Procedure (WI-QCS-012)
有关廉政/公正性方面的投诉，投诉人将被告知该投诉将转发给当地合规官员/经理依照 Intertek Integrity Compliance Handling Procedure (WI-QCS-012) 进行处理。
- Submission, investigation and decision on complaints shall not result in any discriminatory actions against the complainant.
投诉的提交、调查以及决定不能对投诉人有歧视行为。
- Intertek will take any necessary corrective actions related to the complaint, whether against Intertek certification/auditing activities or against the certified/audited client.
不论是针对 Intertek 的认证/审核活动或是认证/审核客户的投诉，Intertek 将会对相关的投诉采取任何必要的纠正措施。
- When the complaint is against a certified/audited client/facility, the subject of the complaint is not to be made public unless Intertek, the complainant, and the client decide together as to what extent the subject of the complaint and the resolution shall be made public
当收到关于认证/审核客户的投诉时，其投诉内容不能被公开，除非 Intertek、投诉方以及客户一起决定何种程度的投诉内容以及解决方案应被公开。
- If the complaint does not relate to Business Assurance activities, Business Assurance personnel receiving the complaint should do its best to identify the party the complaint should be addressed by and then notify the complainant that the complaint has been received and forwarded to the appropriate Intertek business unit. Such complaints are not to be recorded in the Complaints, Disputes & Appeals log.
如果投诉不是有关 BA 的活动，接收到投诉的 BA 有关人员应尽最大能力识别应处理投诉的相关方，并且通知提出投诉的人员已收到投诉并已转发给合适的 Intertek 的部门。这种投诉不需要记录在投诉、争议和申诉日志里的。



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4. Input 输入

Complaints received from clients through the Global BA Complaint email, complaint.ba@intertek.com or through the Intertek personnel (auditors, sales, account managers, others) or in person at the office, or via telephone, email, or other type of communication.

通过 BA 集团投诉电子信箱 complaint.ba@intertek.com 接收来自于客户的投诉，或通过 Intertek 人员（审核员、销售、客户经理等其他）或办公室人员，或通过电话、电子信箱或其他方式联系 Intertek 办公室。

5. Output 输出

Investigation result, updated Complaints, Disputes and Appeals Log and notification letter to client
调查结果、更新的投诉、争议和申诉日志以及至客户通知信

6. KPIs

Mailbox Administrator/Complaint Recipient forward Complaint to the appropriate person within same business day, Technical Manager/Account manager/Program manager (depending if systems certifications or supplier management) acknowledges receipt of Complaint within 2 business days and responds to the complainant with solution(s) within 10 working days.

邮箱管理员/投诉接收人在当日内将投诉转发给合适的人员，技术经理/客户经理/项目经理（取决于体系认证或供应商管理）在 2 个工作日内接收获悉投诉，并且在 10 个工作日内将结果反馈发送给投诉人。

7. Process Flow 流程图:



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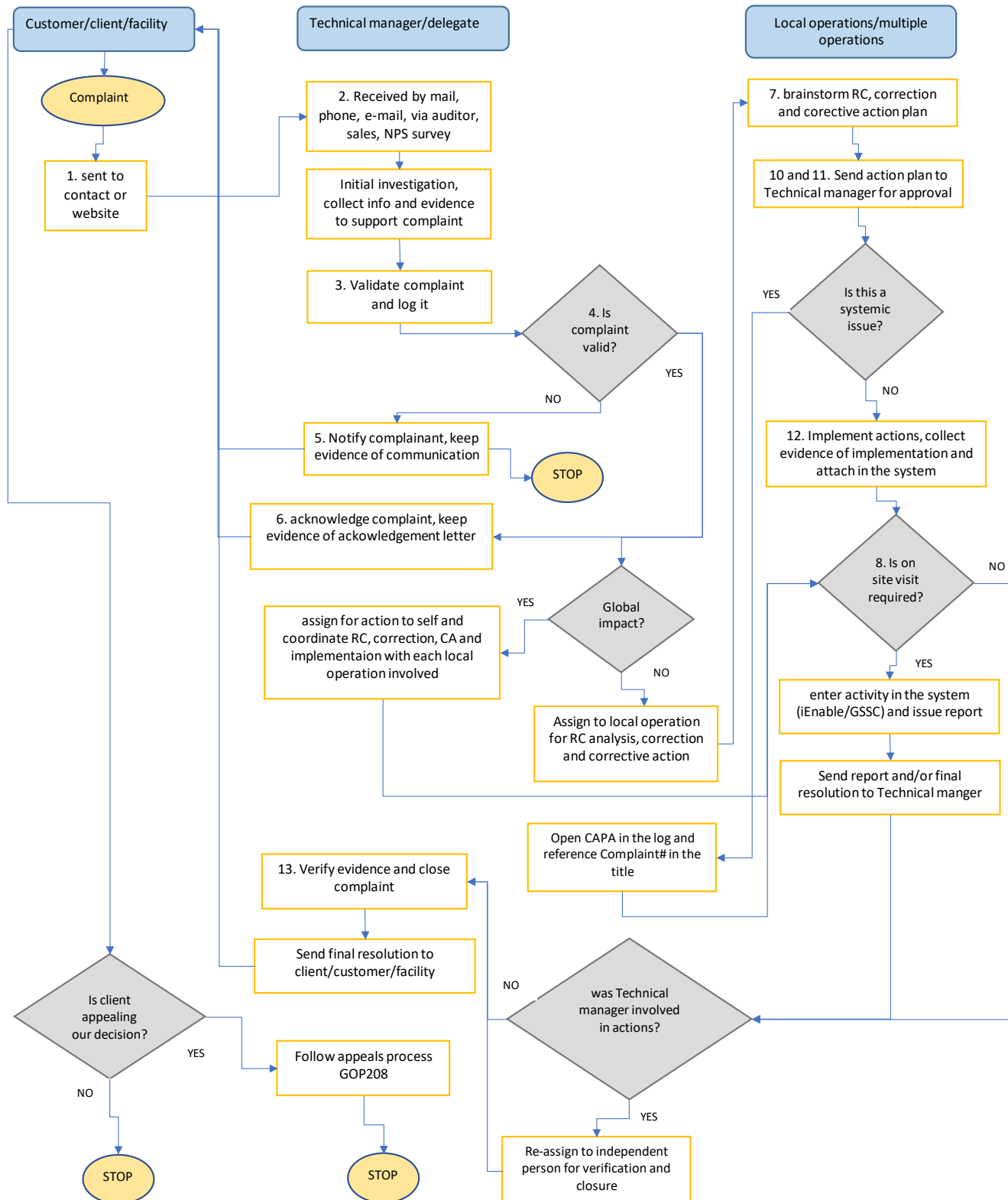
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8. Process Description 流程描述

	ACTION 措施	BY WHOM 由谁	RELATED DOCS 相关文件	COMMENT 注释
	Complaint Handling Process 投诉处理过程		GOP 216	
1	Complaints received 接收投诉	Mailbox Administrator/Complaint Recipient 邮箱管理员/投诉接收人	Office, Email, telephone, NPS, other type of communication 办公室/电子邮件、电话、NPS、其他沟通方式	Any party wishing to submit a complaint contacts the Intertek office via telephone, email, or other type of communication or by sending an Email at complaints.ba@intertek.com . A detractor comment received via the NPS process is to be treated as a complaint. 任何一方想要联系 Intertek 办公室递交投诉，可通过电话、电子邮件、及其他沟通方式，或发送电子邮件至： complaints.ba@intertek.com . 通过 NPS 流程接收到一条贬损者的意见视为一个投诉。
2	Information forwarded to the appropriate individual 将信息转发给合适的人员	Mailbox Administrator/Complaint Recipient 邮箱管理员/投诉接收人	email 电子邮件	Information forwarded to the appropriate Technical Manager/Program manager/account manager (depending if systems certifications or supplier management and depending on the severity of the complaint and impact – local or global) for action within 2 days (acknowledgement to client and assignment for action to the relevant personnel). <i>How do I know who to allocate the complaint to?</i> If the complaint is about an individual, allocate the item to their manager. When the complaint is about the delivery of our service for a country, allocate to local Operations for immediate action If complaint is issued by a global client, evidence shows global impact, and actions need implemented in multiple countries, assign the complaint to Technical manager or a member of the Global technical team for systems certifications and to the



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			<p>Account manager/Global team for supplier management, who will coordinate activities with multiple countries. When you are unsure, contact Business Improvement and Quality for support</p> <p>信息转发到合适的技术经理/项目经理/客户经理(取决于体系认证或供应商管理以及根据不同投诉的严重性和影响——本地或全球)在 2 天内采取措施(向客户确认已接收,并向合适的人员分配措施)。</p> <p><i>我如何知道该分配给谁投诉?</i></p> <p>如果投诉是针对某个人,把投诉内容分配给他们的经理。</p> <p>当投诉是关于我们一个国家所提供的服务时,分配给当地的业务部门立即采取行动</p> <p>如果投诉是关于集团客户,证据表明影响是全球性的,并且需要在多个国家实施措施,将投诉分配给技术经理或体系认证的集团技术团队,并分配给客户经理/供应商管理的集团团队,将与多个国家协调活动。</p> <p>当你不确定的时候,联系业务改进和质量部门以获得支持</p>
3	Verify the validity of the complaint 验证投诉的有效性	Technical Manager/Program manager/Account manager for SM 技术经理/项目经理/供应商管理的客户经理	<p>Within 2 working days review the nature and content of the complaint and determine whether this is a valid complaint or not.</p> <p>在两个工作日内评估投诉的性质和内容,并确定该投诉是否有效。</p>



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4	Complaint invalid 投诉无效	Technical Manager/delegate /Account manager for SM 技术经理/项目经理/供应商管理的客户经理		<p>If concluded as not valid, then inform complainant within 2 days</p> <p>Update the Complaints, Disputes & Appeals log accordingly</p> <p>Process ends. 如裁定无效, 应在 2 天内通知投诉人</p> <p>及时更新投诉、争议和申诉日志</p> <p>流程结束。</p>
5	Log complaint 录入投诉	Technical Manager Program manager or Account manager – see responsibilities split 技术经理/项目经理/客户经理-见职责分工	Complaints, Disputes and Appeals Log 投诉、争议和申诉日志	<p>Upload Complaint into SharePoint Complaints, Disputes and Appeals Log</p> <p>For data entry into the Complaints, Disputes & Appeals Log SharePoint, please refer to the document WI216 “Work Instruction for Inputting a Complaint or Dispute from Customer into the Complaints, Disputes & Appeals Log”.</p> <p>Enter minimum mandatory information: complainant contact information, detailed complaint, Project number or activity number, GSSC number, facility and client. Attach evidence cited in support of the complaint, attach acknowledgement letter sent to client for valid complaints, and document any direction/advice for the local Operations/relevant department or manager.</p> <p>将投诉上传至 SharePoint 投诉、争议和申诉日志 Complaints, Disputes and Appeals Log</p> <p>如需将数据输入到投诉、争议和申诉日志, 请参考 WI216 文件“将客户投诉或纠纷输入到投诉、争议和申诉日志的工作指导”。</p> <p>输入信息的最低要求: 投诉人联系信息、投诉详情、项目编号或活动编号、GSSC 编号、项目和客户。请附上支持投诉的证据, 如投诉有效, 请附上寄给客户的确认信, 并将任何指示/意见提交给本地营运/相关部门或经理。</p>



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6	Acknowledge receipt, client's notification 确认接收、通知客户	Technical Manager/Program manager/Account manager for SM 技术经理/项目经理/供应商管理的客户经理	Complaints, Disputes and Appeals Log 投诉、争议和申诉日志	If concluded as valid acknowledge receipt of the complaint to the complainant within 2 working days and start investigation. Update the Complaints, Disputes & Appeals log accordingly 如果确定有效，在2个工作日内告知投诉人投诉已接收并且开始调查。相应地更新投诉、争议和申诉日志
7	Perform investigation 实施调查	Depending on severity and impact (local vs. global): Technical Manager/ Program manager/ Account manager Local operations Global technical team 根据严重程度和影响(本地和全球): 技术经理/项目经理/客户经理/当地运作部门 集团技术团队	Complaints, Disputes and Appeals Log 投诉、争议和申诉日志	Investigate or assign the task of investigating the complaint to a designated investigator who has not been previously involved with the subject of the complaint. Special on-site visit will be arranged if needed. Manage investigation to completion, facilitate discussions with the assigned investigator, local operations, client or other personnel, as required 调查或分配投诉的调查任务给任命的调查人，该调查人之前未包括在该投诉事件之中。如需要将安排特殊的现场访问。管理调查工作直至完成，根据需要促进与指定调查员、当地运营、客户或其他人员的讨论
8	Perform on site visit (refers to systems certifications) 执行现场访问（适用于体系认证）	Lead Auditor 审核组长	Report 报告	Complaints received from Accreditation Bodies, Sector Authority Organizations, or clients' customers may require an on-site investigation review visit Report submitted within five working days of completion of the visit. Continue with off-site investigation. 收到的来自于认可机构、行业权威组织、或客户的顾客的投诉可要求执行现场调查访问 访问完成之后5个工作日内递交报告。继续进行非现场调查。



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9	Continue investigation (applies to both SC and SM) 继续进行调查 (适用于体系认证和供应商管理)	Technical Manager or designated investigator (Program manager/Account manager/Global technical team) 技术经理或任命的调查人 (项目经理/客户经理/集团技术团队)		Resolve complaint through an investigation and validation process, document root cause, corrections and/or corrective actions to be taken in response to the complaint. 通过调查和确认过程解决投诉, 记录回复投诉的根本原因, 采取的纠正和/或纠正措施。
9a.	Initiate a CAPA (if need it) 发起 CAPA (如需要)	Global technical team 集团技术团队	CAPA log 日志	If repetitive and/or systemic issues identified, open a CAPA in the CAPA log and reference the complaint # in the title of the non-conformity. Follow CAPA process to implementation of actions and effectiveness verification. 如果发现重复和/或系统性问题, 在 CAPA 日志中录入 CAPA, 并在不符合项的标题中引用投诉编号。按照 CAPA 过程实施措施和有效性验证。
10	Recommendation 建议	Technical Manager or designated investigator 技术经理或任命的调查人	Complaints, Disputes and Appeals Log 投诉、争议和申诉日志	Document the recommendation in the Complaints, Disputes & Appeals log. (See note 2) 在投诉、争议和申诉日志里记录下建议 (见备注 2)
11	Review and approval 评审及批准	Technical Manager or General Manager Global technical team if this is a high-level governance procedure change, not client specific 技术经理或总经理 全球技术团队, 如果这是一个高级别的处理过程	Complaints, Disputes and Appeals Log Correspondence 投诉、争议和申诉日志 信件	Review and approve results of the investigation (See note 3) Certification suspension or withdrawal will be processed accordingly if investigation concludes it. Inform the complainant of the results and the decision of the investigation within 10 working days of receipt of the complaint (see note 4 and note 5). Keep an evidence of such communication and attach it in the complaint. Inform complainant they have the right to appeal Intertek's decision. Update results in the Complaints, Disputes and Appeals Log. 评审及批准调查结果 (见备注 3)



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		更改，而不是特定于客户		如果调查确定进行暂停或注销的认证决定，将相应地进行操作。 在接收到投诉的 10 个工作日内通知投诉人结果以及调查决定（见备注 4 和 5）。保留这种沟通的证据，并将其附在投诉中。通知投诉人，他们有权对 Intertek 的决定提出申诉。 在投诉、争议和申诉日志中更新结果。
12	Assignment of actions and Implement actions 措施的分配和措施的实施	Personnel who is assigned actions: local operations, technical managers, GMs If not client specific in SM, Global technical team 被分配措施的人员: 本地运作, 技术经理, 总经理 如果供应商管理的具体客户, 集团技术团队	Complaints, Disputes and Appeals Log Correspondence Updated documents, processes or forms Personnel development plans, improvement achievements 投诉、争议及申诉日志 对应的更新的文件、过程或表单 人员发展计划, 改进成果	If a complaint is assigned to you for action and you think you are not the appropriate person to action the complaint, contact the technical manager to confirm reasons for assigning the action to you and, if agreed to re-assign (by removing your name from the "Assigned to" and replacing with another name), update the log and re-assign as required. <u>You can assign a case to yourself.</u> Complete all actions as assigned, attach evidence of implementation. Inform complainant of the completed actions. This must be done by e-mail or formal letter. If you confirm verbally with the client, a follow-up e-mail must be sent to confirm discussion. NOTE: The communication, e-mail or letter, must indicate that they have the right to appeal if they are not satisfied with the resolution of the complaint. 如果一个投诉是分配给你采取措施, 你认为你是不适当的人来针对投诉采取措施, 联系技术经理确认分配措施给你的原因, 如果同意重新分配 (通过删除“分配”里你的名字, 替换另一个名字), 根据需要更新日志和重新分配。你可以自己给自己分配案子。 完成分配的所有措施, 并附上实施的证据。通知投诉人已完成的措施。这必须通过电子邮件或正式信件。如果你与客户口头确认, 必须发一封跟进邮件来确



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13	Close complaint in the log 关闭日志中的投诉	Technical manager or delegate or Account manager or General manager 技术经理或分配的客户经理或总经理	Complaints log 投诉日志	<p>讨论。备注：沟通、电子邮件或信件必须表明，如果他们对投诉的解决方案不满意，他们有权申诉。</p> <p>Verify that all the steps defined above have been properly completed including: that all issues identified by the complainant are addressed in the investigation, that root causes for all the issues are covered, a determination has been made as to whether the issues are repetitive or systemic (and a CAPA created if required) the communication of the outcome to complainant which includes a statement they have the right to appeal. All evidence available as attachments The verification and closure of a complaint performed by a person different than the person who implemented actions 确认已正确完成上述所有步骤，包括：所有投诉人发现的问题均会在调查中处理，所有问题的根本原因都被覆盖了已经确定问题是重复性的还是系统性的(如果需要，还建立了 CAPA) 将结果传达给投诉人，其中包括一份他们有权上诉的声明。 所有可作为附件的证据 由不同于实施措施的人来核实和关闭投诉</p>
Outside of the process flow:	Trend Analysis 流程之外：趋势分析	Director – Internal Auditing 内审总监	Analysis report 分析报告	<p>Perform trend analysis quarterly Summary submitted to the Regional Certification Managers and the Global Vice President – Technical Management & Quality</p> <p>Quarterly, review the trend analysis with Global technical team and document/track proposed actions (global or local impact) using 10X cockpit. Ensure actions implemented are monitored for</p>



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		<p>effectiveness and lack of effectiveness is flagged for further actions</p> <p>每季度进行趋势分析</p> <p>向区域认证经理和全球技术管理和质量副总裁递交分析总结</p> <p>每季度，与集团技术团队一起评审趋势分析，并使用 10X cockpit 跟踪提议的措施（全球或当地影响）。确保对实施的措施进行有效性监控，并对缺乏有效性的措施进行标记，以便采取进一步的行动</p>
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Note 1: In the case of investigation of complaints related to certified/audited clients (refer to systems certifications), the special visit (short Notice or unannounced) is to be recorded in the system and a report, supported by objective evidence, shall be uploaded in the system within 5 working days. If complaint is related with audit previously conducted, and a special audit is required, this shall be conducted in accordance with the requirements of GOP103 – Audit Execution Process or the appropriate customer specific requirements.

注 1: 在调查相关认证/审核客户的投诉时(体系认证), 由客观证据所支持的记录在系统和报告中的特殊的访问(短时间内或未通知的), 应在 5 个工作日内在系统中上传。如果投诉与以前进行的审核有关, 且需要进行特殊审核, 应按照 GOP103 –审核执行过程的要求或适当的客户特定要求进行。

Note 2: For Systems certifications: investigation may lead to the reduction of scope, suspension or withdrawal of the certification of a certified client. In such cases, the recommendation is to be processed in accordance with the requirements of GOP209 - Suspension and Withdrawal Process.

The investigation may lead to performance evaluation and need of improvement plans for Intertek's personnel (auditors or non-auditors). In such cases, action shall be assigned to direct managers of such personnel

The investigation may lead to changes of Intertek's processes/procedures: follow GOP218 for processing of changes in system certifications and with Global technical team for Supplier management

注 2: 对于体系认证: 调查可能导致认证客户的认证范围缩小、暂停或注销。在这种情况下, 建议按照 GOP209 –暂停和注销过程的要求进行处理。

调查可能导致对 Intertek 人员(审核人员或非审核人员)的绩效评价和改进计划的需要。在这种情况下, 应将措施指派给这些人员的直接主管



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调查可能会导致 Intertek 的流程/程序发生变化：按照 GOP218 对体系认证的变更处理，并由集团技术团队负责供应商管理

Note 3: If the Technical Manager/Program manager/Account manager has been previously involved with the subject of the complaint, the review and **closure** approval will have to be made by the General Manager or higher-level management

注 3：如果技术经理/项目经理/客户经理以前涉及投诉主题，则评审和**关闭**批准必须由总经理或更高级别的管理人员作出

Note 4: If the investigation cannot be completed **within 10 working days**, the complainant will be notified of a new date of completion.

注 4：如调查未能在 **10 个工作日内完成**，投诉人会被通知新的完成日期。

Note 5: In case the result of the complaint investigation is “Claims” from the customer, the maximum liability of the company is refund of the certification/audit fee. If any claim is more than the certification/audit fee received, then the Intertek Group Notification of Incidents and Claims ([Notification of Incidents and Claims](#)) shall be followed.

注 5：如投诉调查的结果是客户的“索偿”，公司的最高责任是退还认证/审核费用。如果任何索赔超过收到的认证/审核费用，则应遵循 Intertek 事件和索赔通知(事件和索赔通知([Notification of Incidents and Claims](#)))。

9. JAS-ANZ Specific requirements for systems certifications JAS-ANZ 体系认证的特定要求

The following requirements apply in the case of complaints:

以下要求适用于此类投诉：

- Issued by clients holding JAS-ANZ certifications
JAS-ANZ 认证客户的提出的
- Against clients holding JAS-ANZ certifications
投诉获得 JAS-ANZ 认证的客户

As specified in GOP216-INFO, the complainant may refer the complaint to JAS-ANZ if dissatisfied with the outcome of Intertek’s complaint handling process.

依照 GOP216-INFO 规定，投诉人如对 Intertek 投诉处理过程的结果不满，可将投诉交付给 JAS-ANZ。

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When a complaint is not resolved within the agreed timeframe with the client, the complaint must be escalated to the Global Vice-President Technical Management & Quality.

如果投诉未能在与客户约定的时间内解决，则该投诉必须上升至全球副总裁技术管理与质量部门。

When a complaint is not resolved within three (3) months of the agreed timeframe with the client, the complaint shall be referred to JAS-ANZ. In such a case, the following information is to be provided to JAS-ANZ:

如果投诉未能在与客户约定的三个月内解决，则该投诉应交付给 JAS-ANZ。在这种情况下，将向 JAS-ANZ 提供以下信息：

- A copy of the original complaint
原投诉的复印件
- records of the review of the complaint
投诉的评审记录
- a copy of the response to the complainant
向投诉人做出响应的复印件
- any other records that inform the background to the complaint.
告知投诉相关背景的其他记录。

10. Records 记录

All records relative to Disputes/Appeals shall be entered into the Complaints, Disputes & Appeals log and maintained per GOP202 - Records Control Process.

所有关于投诉的记录应被记录到投诉、争议和申诉日志并按照 GOP202-记录控制过程进行保持。

REVISION LOG

Revision #	Description of Change	Release Date
10	Complaints, Disputes & Appeals Log URL updated	04-OCT-2019
11	Clarify steps and responsibilities – add details New process flow	18-FEB-2020