

## INFORMATION ON COMPLAINT HANDLING PROCESS

### 处理投诉的过程信息

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#### 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

#### Purpose 目的

To provide an overview of Intertek's complaint handling process.  
为 INTERTEK 投诉处理过程提供一个概述。

#### Scope 范围

Intertek has a comprehensive process to handle complaints. It satisfies the requirements of both ISO/IEC 17021-1 and 17065. This process applies to complaints relating to Intertek's certification services, and complaints against certified clients made to Intertek.

INTERTEK 已拥有一个全面的投诉处理过程。该过程需满足 ISO/IEC17021-1 和 17065 的要求。此过程适用于 Intertek 认证服务有关的投诉，以及针对 Intertek 获证客户的投诉。

#### Definition 定义

Complaints: Expressions of dissatisfaction made to Intertek with regards to its certification/auditing services or its certified/audited clients (as it relates to the implementation of the clients' management systems), 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/审核客户表达不满（如其涉及客户的管理体系实施），Intertek 收到后应予以明确回复或告知解决方案。

#### 1. Process 过程

1.1. Any party wishing to submit a complaint shall contact the Intertek office via telephone, email, or other type of communication or by sending an Email at: [complaints.ba@intertek.com](mailto:complaints.ba@intertek.com).

任何一方希望提交投诉应通过电话，电子邮件或其他类型的联系方式联系 Intertek 办公室或发送邮件到：[complaints.ba@intertek.com](mailto:complaints.ba@intertek.com)。

1.2. The complaint handling process is subject to the requirements for confidentiality.  
投诉处理过程应遵守保密要求。

1.3. Upon receipt of a complaint, Intertek will log and acknowledge the complaint within 10 working days of receipt (typically via email). Once validated, it will be assigned to designated personnel for investigation and resolution.

接收到投诉之后，Intertek 将登记并在 10 工作日告知（通常通过邮件）投诉人已接收该投诉。一旦确认为有效投诉之后，将分配给指定人员进行调查和解决。

1.4. Intertek will take any necessary corrective actions related to the complaint, whether against Intertek certification/auditing activities or against the certified/audited client.





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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。

- 1.5. When the complaint is against a certified/audited client, the subject of the complaint is usually not to be made public. Intertek will also notify the client of the receipt of a complaint against their certified/audited system at an appropriate time.

当收到关于认证/审核客户的投诉时, 其投诉内容通常不能被公开。Intertek 也将会在恰当的时候通知客户, 有关收到针对他们所认证/审核体系的投诉。

## 2. Complaint Review 投诉评审

- 2.1. Complaints are resolved through an investigation and validation process with decisions made by Intertek. Intertek has the responsibility of gathering and verifying all necessary information to validate the complaint.

投诉通过 Intertek 决定的调查和验证的过程进行来解决。Intertek 负责收集和验证所有必要信息来验证投诉。

- 2.2. Investigation of complaints related to certified/audited clients typically include an examination of the certified/audited client's management system effectiveness, or may necessitate a special audit and may lead to the suspension of the certification if the complaint is related to a certified client.

有关获证/审核客户的投诉的调查通常审核获证/审核客户管理体系的有效性, 可以是一个特殊审核, 如果该投诉与获证客户有关, 或者也可能告知认证暂停。

- 2.3. Whenever appropriate, Intertek will provide the complainant with the outcome of the investigation, and a formal notice of the end of the process.

Intertek 会尽可能和适当地给投诉方提供调查结果, 并且在流程结束后提供正式通知。

## 3. Additional Information for JAS-ANZ Traceable Certifications 源自于 JAS-ANZ 认证的额外信息

In the situation where the complaint is filed by a customer holding a JAS-ANZ traceable certification, the complainant may refer the complaint to JAS-ANZ if dissatisfied with the outcome of Intertek's complaint handling process

当获得 JAS-ANZ 认证的客户提出投诉时, 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。

## REVISION LOG

Revision #	Description of Change	Release Date
1	Harmonizing the document with Supplier Management operation	25-SEP-2017
2	Addition of section 3 to address JAS-ANZ specific requirements	25-JAN-2019