

Processing of request for information, complaint, appeal.

UTAC CERAM

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www.utacceram.com

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In the perimeter of the certification activity, UTAC gives at the disposal of its customers, interested parties some information available on the web site: www.utacceram.com

Any request about the certification activity (informations, complaints, appeals) has to be the subject of a written request addressed to the UTAC:

UTAC

Service Certification, Audits et Inspections (CAI)

To the CAI service manager

Autodrome de Linas-Montlhéry BP 20212 91311 Montlhéry cedex – France

How to get additional information about our certification activity:

Written request received at UTAC

Analysis and processing of the request by the concerned UTAC staff

Request for additional information if needed

Response to Applicant

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You are not satisfied about one of our services (for examples: business relationship, documentation communicated, audit setup, on site audit,...):

Written request received at UTAC

Analysis for acceptance and processing of request by the concerned UTAC staff

Request additional information if needed

Feedback to Complainant

Nota: Claims about financial issues are not admissible when the terms of the contract are fulfilled.

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You are a customer certified by UTAC and you would like to make an appeal about certification decision:

Written request received at UTAC

Analysis for acceptance and processing of request by the concerned UTAC staff

Request additional information if needed

Feedback to Complainant

Not satisfied after the feedback

Written request for appeal received at UTAC

Consideration, analysis and treatment by the Certification Committee

Feedback to Complainant

Nota: Appeal about certification decision has not suspensive effect on the certification in force.

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You would like to submit a complaint about a client certified by UTAC:

Written request received at UTAC (Attach all evidence supporting the subjectmatter of the complaint)

Analysis for acceptance and processing of request by the concerned UTAC staff

Request additional information if needed

Complaint receivable

Complaint not receivable

Feedback to the concerned client by UTAC

Feedback to Complainant by UTAC

Taking into account by the concerned

Complaint closure

UTAC gives an information feedback to complainant about the complaint progress.

(UTAC chooses the appropriate schedule)

At surveillance certification, UTAC verifies about the necessary corrective actions are done and the efficiencies are demonstrated.

Nota: The certification decision process takes into account the result of processing the complaint.

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