

Document version

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Procedure

An appeal is a formal notification of disagreement with a (certification) decision within a certification process, or request by the provider of the object of conformity assessment to CUC for reconsideration of a decision it has made relating to that object.

A complaint is a formal expression of dissatisfaction, other than appeal, by any person or organisation regarding a CUC employee's behaviour, CUC methodology, or work executed under contractual responsibility of CUC by a critical office or subcontractor, where a response is expected.

A concern is an expression of dissatisfaction or concern by any person or organisation regarding a client certified by CUC, which is not sufficiently substantiated to be classified as a complaint and where a response is expected.

Date	
Your Organisations name	
Your personal name	
Your address	
Telephone	
Fax	
e-mail	
Type (cross out what is not applicable)	Complaint Appeal Concern
Description PLEASE DESCRIBE YOUR COMPLAINT/APPEAL AS MUCH AS POSSIBLE ("WHO, WHAT, WHERE, WHEN") AND PROVIDE ANY NECESSARY DOCUMENTATION IF APPLICABLE	

Evidence

PLEASE SPECIFY THE EVIDENCE FOR YOUR COMPLAINT/APPEAL.