Annex A23 Complaint Appeal Registration Form

Document version

Version number: 1.0

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 CUIN 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 CUIN employee's behaviour, CUIN methodology, or work executed under contractual responsibility of CUIN 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 CUIN, which is not sufficiently substantiated to be classified as a complaint and where a response is expected.

A concern is either an expression of dissatisfaction by any person(s) within the CUC organisation, or a complaint that for some reason cannot be admitted and handled as a complaint (for example because it was submitted anonymously), or allegations. These issues are considered to be of such severity that follow-up is advisable, provided that the concern relates to certification activities. Concerns may be used as starting points of trajectories for internal improvement.

Date	
Your organisations name	
Your personal name	
Your address	
Telephone	
Fax	
e-mail	
Type (cross out what is not applicable)	Complaint Appeal Concern

Annex A23 Complaint Appeal Registration Form

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.

Please return this form to cuorganic@controlunion.com

Or to: 22nd & 23rd Floor, B Wing, Arihant Aura,
Plot No. 13/1, TTC, Opposite Turbhe Railway Station,
Thane Belapur Road, MIDC Side, Navi Mumbai - 400705, Maharashtra

For further information you can call: +91-22-61294300