

Complaints and Appeals Process

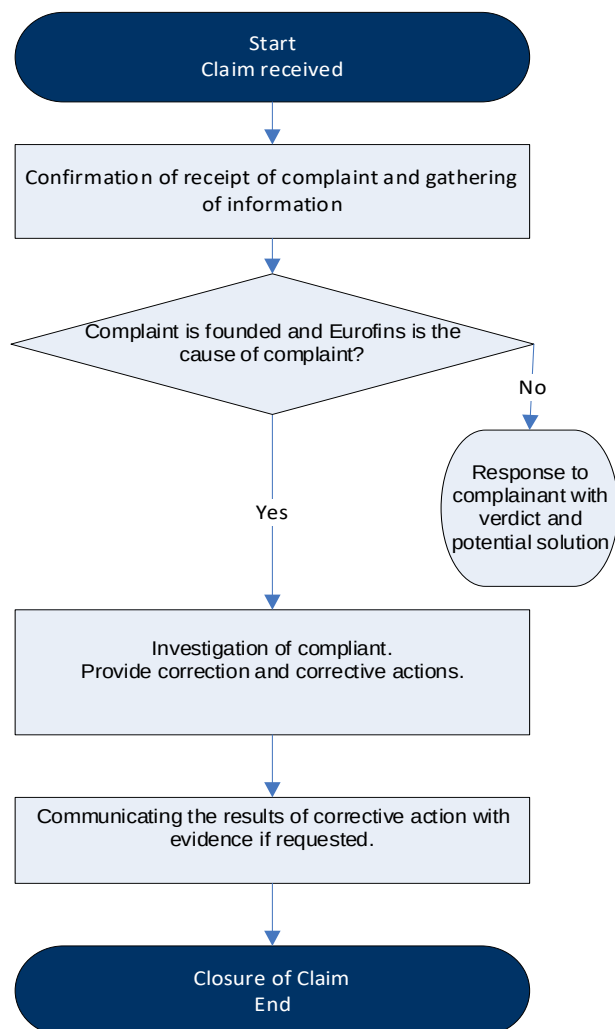
Eurofins Assurance Auditing and Certification Services is committed to the integrity of our audit services. The Complaints and Appeals processes allow you, our customers, to raise concerns directly with our team. To best serve you, below are key definitions to assist you in selecting the appropriate process.

Complaint: Expression of dissatisfaction that a client assigns to its supplier and seeking resolution or notice from a third party (scheme owner) which requires an initial response within one short. This includes the case of contestation of goodwill following the certification audit, when the technical department considers that they can be justified. Other cases of dispute are managed during the technical review process.

Appeal: Remedy, which is aimed to annul or set aside by a higher court a ruling (decision) already first spring.

Complaint and Dispute Handling Process

To report an incident contact us at auditing@cpt.eurofinsus.com. Anyone can submit a complaint. There will be no discriminatory action taken against a complainant. If a complaint regarding a certified client is communicated to Eurofins by a third party, the certified client is notified.



Appeals Process

To submit an appeal contact us at appeals@cpt.eurofinsus.com. Only customers have the right to appeal any certification decision or disputed non-conformance. There will be no discriminatory action taken against a customer who submits an appeal.

