

# 申诉投诉管理程序

## Appeal and Complaint Process Procedure

### 1 申诉 Appeal

流程：向 POSI 提出申诉-调查-裁定-提出处理意见-客户确认-分析问题原因-提出改正措施-实施改正措施-验证措施效果

Process: lodge an appeal- investigation - adjudication - put forward handling suggestions - customer confirmation - analyze the cause of the problem - propose corrective measures - implement corrective measures - verify the effect of measures

#### 1.1 申诉的提出 Lodge of appeal

申请/接受认证的组织应在接到公司的决定或措施后 10 日内向公司提出申诉。申诉方应提交书面申请并说明对公司处理意见提出异议的理由，并尽可能提交相关证据。申诉应以书面的方式并经申诉方负责人签名盖章后提交给公司管理部。

The organization of applying for/accepting certification shall lodge the appeal to POSI within 10 days after receiving POSI' s decision or actions. The appeal party shall submit a written application and explain the reasons for disagreeing with the disposal suggestions of our company, and submit relevant evidence as far as possible. The appeal shall be submitted in written and with the signature and seal of manager of appeal party to the Management department of POSI.

#### 1.2 申诉的调查和处理 Investigation and disposition of appeal

1.2.1 公司管理部受理申诉后应立即报告总经理和管理者代表，并开展申诉调查。

Management department shall immediately report it to general manager and management representative after receiving the appeal, and conduct appeal investigation.

1.2.2 调查方式可包括召集听证会议、听取双方提供陈述、现场调查、调取书面文件等。

Methods of investigation include holding a hearing, listening to the presentation of sides, on-site investigation and consulting written documentation.

1.2.3 在经调查之后应做出有根据的判断并提出书面处理意见，提交公司管理部审核，管理者代表批准。

After investigation, written handling suggestions shall be submitted to the management department for audit and is approved by management representative.

1.2.4 在处理申诉过程中，管理部可以通过电话或者邮件向申诉人提供申诉处理的进展报告。  
During the processing of the appeal, the management Department may provide the appellant with

a progress report on the processing of the complaint by telephone or email.

1.2.5 自申诉提交至 POSI 管理部后，在 30 个工作日内，必须对申诉作出决定，公司管理部及时将最终申诉处理决定以书面形式通知申诉方和公司责任部门。

After the appeal is submitted to the POSI Management Department, a decision must be made on within 30 working days, and the Management Department shall promptly notify the appeal party and the responsibility department of the final decision on the handling of the appeal in writing.

1.2.6 申诉方对最终处理意见表示满意时，公司管理部负责监督执行相应措施。

When the appeal party satisfies the final handling suggestions, the management department of POSI shall responsible for supervising the implementation of the related actions.

1.2.7 申诉方如对最终处理意见不满意时，可向国家认证认可监督管理机关进行申诉或投诉。申诉方可将上海波西的措施/决定向认可委申诉。

When complaining parties don't satisfy the response from POSI, they shall lodge appeal or complain to national certification supervision department. complaining parties can appeal decisions to AB.

## 2 投诉 Complaint

提出投诉-公司受理-调查-提出处理意见-客户确认-分析问题原因-提出改正措施-实施改正措施-验证措施效果

Submit a complaint - accept - investigation - put forward handling suggestions - customer confirmation - analyze the cause of the problem - propose corrective measures - implement corrective measures - verify the effect of measures

### 2.1 投诉的提出 Lodge of complaint

投诉应以书面的方式就投诉所涉及的事件（在该事件发生以后一个月内）向本公司管理部提出，投诉人须提供所投诉事件的细节情况、证明材料。通常情况下，本公司不受理匿名投诉。

Complaints shall be proposed in written to management department for involved incidents of this complaint (within a month after the incident), the complainant shall provide the incident details and evidence with signature. Generally, our company shall not accept the anonymous complaints.

### 2.2 投诉的调查和处理 The investigation and disposition of complaints

2.2.1 收到投诉后，公司管理部根据投诉内容组织相关部门和人员，开展对该投诉事件的调

查和取证。对重大投诉立即报告总经理和管理者代表。

After receiving the complaint, the management department shall organize relevant departments and personnel according to the complaint to carry out the investigation and evidence acquisition for this complaint. The major complaint shall be immediately reported to general manager and management representative.

2.2.2 如被投诉的是经公司认证的组织，应与该组织取得联系，要求该组织对投诉的问题做出书面说明，并提交相关证据。必要时，公司将进行现场调查。调查时还应考虑客户管理体系的有效性，如要求客户采取适当的纠正和纠正措施，如证实客户的管理体系的有效性存在问题时，将涉及缩小、暂停或撤消客户的管理体系认证。

If the complaint aims to the organization which has been certified by our company, it shall contact with the organization and require it to make written explanation for the problems of this complaint, and submit the relevant evidence. If necessary, our company shall conduct on-site investigation. It shall also consider the effectiveness of customer's management systems on the process of investigation, such as requiring customer to take appropriate corrections and corrective actions. If the management system of client does not be implemented effectively, it shall be involved in the certification reducing, suspension or withdrawal for management system.

2.2.3 如投诉的问题属于公司的问题，由公司对投诉情况进行调查核实，必要时，进行现场调查。

If the problem of complaint is the responsibility of our company, the investigation and verification on the complaint shall be carried out by our company, and the on-site investigation shall be conducted if necessary.

2.2.4 调查人员根据调查结果提出处理建议，管理部审核，并报管理者代表批准。

The investigators shall make handling suggestions according to investigation results, and it is assessed by management department to audit and is approved by management representative.

2.2.5 在处理投诉过程中，管理部可以通过电话或者邮件向投诉人提供投诉处理的进展报告。如果是针对获证客户的投诉，POSI 还应在适当的时间将投诉告知该客户。

In the process of complaint handling, the management Department can provide the complainant with the progress report of complaint handling through telephone or email. If the complaint is against a certified customer, POSI shall also inform the customer of the complaint at an appropriate time.

2.2.6 自投诉提交到 POSI 管理部后, 在 30 个工作日内, 必须对投诉做出处理意见或措施。最终处理意见由管理部负责反馈至投诉方。

After the complaint is submitted to the POSI Management Department, a decision must be made on within 30 working days, The management department shall communicate the final handling suggestions to the complainant.

2.2.7 投诉方对最终处理意见表示满意时, 公司管理部负责监督执行相应措施。如被投诉的是公司认证的组织, 对于需要采取纠正预防措施的, 公司应要求该组织采取纠正预防措施并报公司管理部。管理部对认证组织提交的纠正预防措施的可行性进行确认。必要时, 公司将对该组织的纠正预防措施的有效性进行现场验证。

When the complainant satisfies the final handling suggestions, the management department of our company shall be responsible for supervising the implementation of the related actions. If the complaint aims to the organization which has been certified by POSI, it shall require this organization to take corrective and preventive actions for relevant contents and report it to management department. The management department shall confirm the feasibility of submitted corrective and preventive actions. If necessary, POSI will make the on-site verification the effectiveness of corrective and preventive actions.

2.2.8 当投诉方不满意所得到的答复时, 可以向公司提出申诉, 或向认可机构或国家认证认可监督管理机关进行申诉或投诉。申诉方有权对上海波西的措施/决定向认可机构进行投诉。

When complaining parties don't satisfy the response from POSI, they shall lodge appeal to POSI or lodge appeal or complaint to national certification supervision department. They are entitled to complain about POSI's actions / decisions to AB.

### 3 记录与保密 Records and confidentiality

3.1 管理部应保存所有申投诉以及与认证有关的补救措施记录;

The management department shall remain all records about the appeals and complaints as well as the remedy action of certification.

3.2 处理申投诉的工作人员应对相关未公开的信息负有保密的责任。

The workers who handle the appeals and complaints shall be responsible for confidentiality to the non-public information.

### 4 费用支付 Payment

4.1 经调查确认, 申投诉的理由不成立时, 因该项申诉、投诉及争议发生的费用由当事人或

委托人支付；

It was confirmed by investigation that the fees caused by appeal, compliant and dispute shall be paid by litigant or its agent when the reasons of the appeals and complaints are insufficient.

4.2 经调查确认，申投诉的理由成立，其责任在应诉方，所发生的费用由应诉方支付；

When it was confirmed through investigation that the reason of the appeals and complaints come into existence and the responsibility shall be assumed by respondent, the fees caused by appeals and complaints shall be paid by respondent.

4.3 经调查确认，当事人和应诉方均对该项申、投诉负有责任时，则该项发生的费用由双方协商解决。

When it was confirmed through investigation that the litigant and respondent shall be responsible for the appeals and complaints at the same time, the relevant fees shall be paid by negotiation between both sides.

## 5 其他 Others

5.1 申诉或投诉的提出、调查和决定不应造成针对申诉人或投诉人的任何歧视行为。

5.1 Submission, investigation and decision on complaints or appeal shall not result in any discriminatory.

5.2 对申诉或投诉的决定应由与申诉或投诉事项无关的人员做出，或经其审查和批准，并应告知申诉人或投诉人。

5.2 The decision to be communicated to the appellant or compliant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the appeal or compliant

## 6 申投诉联系方式 contact

联系电话：021-68583895

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